



Patient Participation Group

Elm House Surgery

Tel: 020 8650 0173

Email:

selicb.administrationelmhouse@nhs.net

Cator Medical Centre

Tel: 020 8915 3100

Email:

selicb.catorreception@nhs.net



THE PPG NEEDS YOU!

All of our patients are welcome to apply to join our Patient Participation Group.

Come along to our quarterly meetings and contribute to our discussions about how your GP practice is doing, or talk about topics of particular interest to you. The practice really wants to engage with its patients, and the PPG is a great way to do that.

John Hilliger is Chair of our PPG – he and the PPG team have been a huge help to both practices and we would love to see you at our next PPG meeting!

Find out more by looking at the PPG

National Awareness Calendar

Click on the links for further info
(Ctrl + mouse)

July 2023

Alcohol Awareness Week - 03/07/2023 - 09/07/2023

World population day - 11/07/2023

Samaritans Awareness - All month
Talk To Us Campaign | Samaritans Campaigns

National Schizophrenia Day—25th July
National Schizophrenia Awareness Day in the UK / July 25, 2023 (anydayguide.com)

August 2023

World breastfeeding week - 01/08/2023 - 08/08/2023

National Road Victim Month
National Road Victim Month - RoadPeace

International youth day - 12/08/2023

National cycle to work day - 15/08/2023

September 2023

Breast cancer month - 01/09/2023 - 02/10/2023

World Alzheimer's day - 01/09/2023 - 01/10/2023

Know your numbers week - 09/09/2023 - 16/09/2023

World suicide prevention day - 10/09/2023

World sepsis day - 13/09/2023

European mobility week - 16/09/2023 - 23/09/2023

Jeans for genes day - 20/09/2023

World car free day - 22/09/2023

National eye week - 23/09/2023 - 30/09/2023

Sexual health week - 24/09/2023 - 01/10/2023

Skincare in the Sun



Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

Sun Safety Tips

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October. **Make sure you:**

- spend time in the shade between 11am and 3pm
- never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 30 sunscreen

Who should take extra care in the sun?

You should take extra care in the sun if you:

- have pale, white or light brown skin
- have freckles or red or fair hair
- tend to burn rather than tan
- have many moles
- have skin problems relating to a medical condition
- are only exposed to intense sun occasionally (for example, while on holiday)
- are in a hot country where the sun is particularly intense
- have a family history of skin cancer

People who spend a lot of time in the sun, whether it's for work or play, are at increased risk of skin cancer if they do not take the right precautions. If you have naturally brown or black skin you are less likely to get skin cancer, as darker skin has some protection against UV rays.

You may also need more time in sunlight to produce the same amount of vitamin D as people with lighter skin. But you should still avoid burning and take care in the sun as people of all skin tones can get skin cancer.

For more information on looking after yourself in the sun, click here: [Sunscreen and sun safety - NHS \(www.nhs.uk\)](https://www.nhs.uk)

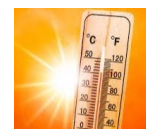
Heat Exhaustion & Heatstroke



Heat exhaustion does not usually need emergency medical help if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

Check for signs of heat exhaustion, including:

- * Tiredness
- * Dizziness
- * Headache
- * Feeling sick or being sick
- * Excessive sweating and skin becoming pale and clammy or getting a heat rash, but a change in skin colour can be harder to see on brown and black skin
- * Cramps in the arms, legs and stomach
- * Fast breathing or heartbeat
- * A high temperature
- * Being very thirsty
- * Weakness



The symptoms of heat exhaustion are often the same in adults and children, although children may become irritable too.

If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

Things you can do to cool someone down

If someone has heat exhaustion, follow these 4 steps:

- Move them to a cool place.
- Remove all unnecessary clothing like a jacket or socks.
- Get them to drink a sports or rehydration drink, or cool water.
- Cool their skin – spray or sponge them with cool water and fan them. Cold packs, wrapped in a cloth and put under the armpits or on the neck are good too.
- Stay with them until they're better.

They should start to cool down and feel better within 30 minutes.

Contact 111

- If you or someone else have symptoms of heat exhaustion that you're struggling to treat or you need advice about.

Travelling abroad this year.....?

Here are some handy tips and tricks to take on board

Immunisations



Checking you're up to date on your routine vaccinations including [MMR](#) and [MenACWY](#) is important and helps to keep illnesses from spreading. If you are not sure

which vaccines you've had, contact your GP surgery and if you are a parent or carer, you can look in your child's red book (their health record). For some vaccines it's never too late to catch up.

The list of routine NHS vaccines can be seen on the [NHS website here](#).

It's also not too late to have the COVID vaccine. It doesn't matter which dose you are due. Visit the NHS website to find your nearest vaccination centre or phone 119

For more advice on staying safe during the summer, visit the [NHS website](#).

If you're planning to travel outside the UK, check health information for your destination before you go. You may need vaccines to protect you from serious diseases found in some parts of the world and may also need medication, for example to protect you against malaria.

Check the advice for your destination on [TravelHealthPro](#) and speak to your practice nurse, GP, pharmacist or a travel clinic ideally 4-6 weeks before travel to get appropriate advice for your trip. They can give you information about vaccinations and any extra precautions or medication you might need to take.

Be sure to [check the COVID-19 rules and entry requirements](#) for the country you are travelling to.

Vaccines can prevent a number of different infections including some of the illnesses spread through food and water and some of the diseases spread by insects, such as [yellow fever](#) or Japanese encephalitis.

However, there are a number of diseases which are not vaccine preventable. Take basic precautions with food and water and insect bite avoidance, carry a basic first aid kit to manage common problems and know when to see medical help.

Jet Lag

Jet lag is when your normal sleep pattern is disturbed after a long flight. It usually improves within a few days as your body adjusts to the new time zone.

Ways to reduce jet lag

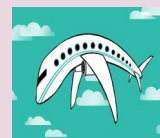
Jet lag cannot be prevented, but there are things you can do to reduce its effects.

Get plenty of rest before you travel. You could start going to bed and getting up earlier or later than usual (more like the time zone of the place you're travelling to).

During Your flight

Do

- Drink plenty of water
- Keep active by stretching and regularly walking around the cabin
- Try to sleep if it's night time at your destination
- Use an eye mask and earplugs if they help you sleep.



Don't

- Do not drink too much caffeine or alcohol – they can make jet lag worse

Short trips

If your trip is short (2 to 3 days), you could try not changing your eating and sleeping times to the new time zone, to avoid needing to change your schedule again when you get back.

Treatment for jet lag

Medicines are not usually needed for jet lag.

Jet lag often improves after a few days as your body clock adjusts to the new time zone.

Sleeping tablets may be helpful if you're having problems sleeping (insomnia). But they can be addictive so should only be used for a short time and if symptoms are severe.



Travelling Abroad This Year.....*continued*.....

Melatonin is a natural hormone released by the body in the evening to let your brain know it's time to sleep.

Melatonin tablets are not recommended on the NHS for jet lag because there's not enough evidence to show they work.

Symptoms of jet lag

The main symptoms of jet lag are:

- Difficulty sleeping at bedtime and waking up in the morning
- Tiredness and exhaustion
- Difficulty staying awake during the day
- Poor sleep quality
- Concentration and memory problems

Jet lag can also sometimes cause indigestion, feeling sick (nausea), constipation, changes in appetite and mild anxiety. For more info click here.....

[Jet lag - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Hay Fever

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Symptoms of hay fever include:

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ears
- loss of smell
- pain around your temples and forehead
- headache
- earache
- feeling tired



If you have asthma, you might also:

- have a tight feeling in your chest
- be short of breath
- wheeze and cough

Hay fever will last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks. There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high:

DO

- put Vaseline around your nostrils to trap pollen
- wear wraparound sunglasses to stop pollen getting into your eyes
- shower and change your clothes after you have been outside to wash pollen off
- stay indoors whenever possible
- keep windows and doors shut as much as possible
- vacuum regularly and dust with a damp cloth
- buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter
- try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities

DON'T

- cut grass or walk on grass
- spend too much time outside
- keep fresh flowers in the house
- smoke or be around smoke – it makes your symptoms worse
- dry clothes outside – they can catch pollen
- let pets into the house if possible – they can carry pollen indoors

A pharmacist can help with hay fever

Speak to your pharmacist if you have hay fever.

They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help with:

- itchy and watery eyes and sneezing
- a blocked nose

Call a pharmacy or contact them online before going in person. You can get medicines delivered or ask someone to collect them.

Local Health & Wellbeing Services



THE SIGNPOST
Text support for 11-18 year olds

Listening
Advice
Information

Stressed?
Worried?
Feeling low?
Problems with friends or family?

When you are struggling with something, it can be difficult to know which way to turn for help.

The Signpost offers emotional health support and will help you think about what options are available.

Free
Confidential
Supportive

Text: 07480 635 025
Texts are monitored Monday-Friday, 9-5 (excluding Bank Holidays)

Support for Mental Health: Mental Health Support Worker

We have a brilliant new Mental Health Practitioner named Jenni, working at our Practice and within our PCN!

She aides GPs in reviewing annual health checks, while liaising with various teams across Bromley. She can conduct reviews for anyone in search of support for their mental wellbeing, as well as signposting to various organisations, health teams and charities for other forms of support. Please do not hesitate to contact her.

We also have Mental Health Support Crisis Lines & Self-referral options via our Website.



Beckenham Wellbeing Café

Join us at our café for a free informal wellbeing session, hosted by our Beckenham PCN team.

With the option to take part in activities, and complimentary tea and cake.

We are open on the **last Tuesday of every month** between **1pm and 3pm** and meet at: **St John's Church Beckenham, 251 Eden Park Avenue, Beckenham BR3 3JN.**

What is the Beckenham PCN Wellbeing Café?

The Beckenham Primary Care Network Wellbeing Café is an opportunity for patients from across our 6 practices to come together for an educational, social event.

There will be guest speakers from a variety of local healthcare providers and voluntary sectors, that will discuss their services in detail.

There will also be an opportunity for patients to check in with one of our healthcare professionals



and ensure all your personal information is up to date, including your blood pressure!

What to do when you are unwell

If you're not feeling well, **choosing the right place to go for help can save you a lot of time and effort.** There are plenty of Bromley health services that offer advice, support, and treatment if and when you need it. They're very simple to use and often available without an appointment.

Use our quick guide to help you decide what to do when you don't feel well.



When to CARE FOR YOURSELF AT HOME

Have a headache, aches and pains, cough, or runny nose? Treat these minor ailments at home. **Use over-the-counter medicines (available to buy in a pharmacy or supermarket),** drink plenty of water, and get some rest. If your symptoms don't go away, please seek advice rather than waiting until you are very poorly. See your pharmacist or GP (or use 111 if your practice is closed).

- **Antibiotics won't help if you have a cold or flu caused by a virus.**



When to visit your PHARMACIST

Pharmacists are experts in medicines who can help you with minor health concerns. See them if you have minor illnesses such as coughs, cold, hayfever, stomach upsets, headaches that won't go away, bites and stings, etc. No appointment is needed, and your pharmacist can help you with dressings, medicines and healthy living advice.

- Your pharmacist will advise if you need to see a doctor.
- Find out what pharmacists do at www.selondonics.org/nhs-pharmacy
- You will not generally get a prescription for over-the-counter medicines. Find out more at www.selondonics.org/over-the-counter-medicines.



When to use NHS 111

If you need medical help fast and your GP surgery is closed, use NHS 111 online to get assessed and directed to the right place for you. www.111.nhs.uk If necessary, an appointment will be made for you at a local service or a telephone appointment with a clinician out of working hours.

If you cannot get online, then call 111. NHS 111 is available 24 hours a day, seven days a week.



What to do if you are struggling with your MENTAL HEALTH

Get general advice on your mental health at www.nhs.uk/mental-health You can refer yourself to talking therapies at www.talktogetherbromley.co.uk If you or a loved one is having a mental health crisis, call the **24-hour Crisis Line on 0800 330 8590**



When to see your GP PRACTICE TEAM

Make an appointment with your GP practice if you have persistent symptoms, chronic pain, or long-term health conditions. In your practice, you will now find a wider team of specialists and professionals working together to help and care for you. The larger practice team is designed to best manage the very busy workload and the range of health needs that people have.

Bromley practices are busy, and staff are answering calls as quickly as possible. **If you need help urgently, please call and you will be triaged and treated accordingly by a local service. If it's not urgent, please use eConsult or the NHS App** to ask questions, request prescriptions, and book appointments.

If your practice is closed and you cannot wait until it opens to be seen, then use 111.

- Use the online eConsult to tell your GP about your health concern. These are read by clinicians, and you will get a response by the end of the next working day. It's easy to use but ask your practice receptionist for help if you need it.
- Did you know there are **many services you can refer yourself to including physiotherapy, maternity, minor eye care, and talking therapies?** It can be quicker as you don't need to see your GP first. Information at www.selondonics.org/Bromley-self-refer
- Your GP may refer you to see your pharmacy for some common ailments.
- For more on how your GP practice works visit www.selondonics.org/bromleyprimarycare



When to go to the URGENT TREATMENT CENTRE

Use an urgent treatment centre **when advised to by NHS 111.** If you go there with a minor or ongoing condition that can be dealt with by your GP, pharmacist, or other community service, you may be redirected back to those services for your care. This is so **urgent treatment staff can focus on treating those with more serious conditions.**

- Urgent treatment staff cannot refer you to specialist services or for further tests. You will need to see your GP for this.
- There are two urgent treatment centres in Bromley, at the Princess Royal University Hospital, and Beckenham Beacon.



When to call an AMBULANCE or go to A&E

Call 999 or go straight to your nearest A&E if you or someone else is **seriously ill and their life is in danger.**

- A&E staff cannot refer you to specialists or arrange GP appointments.
- Worried when your child is poorly? Visit www.selondonics.org/sick-child for more information
- Worried your baby or toddler may be seriously ill? Visit www.selondonics.org/babyhealth for more information.

Other useful websites:

www.nhs.uk – for advice on all your healthcare needs
www.111.nhs.uk – online service for 111 where you can check your symptoms and get further advice
www.selondonics.org/childrenshealth – information about childhood vaccinations

Website details about the 75th anniversary parkrun from NHS England can be found here:



<https://www.parkrun.org.uk/bethlemroyalhospital/>

<https://www.parkrun.org.uk/beckenhamplace/>

<https://www.parkrun.org.uk/bromley/>

<https://www.parkrun.org.uk/southnorwood/>

<https://www.parkrun.org.uk/crystalpalace/>

Wednesday 5 July is the 75th anniversary of the NHS. There are a number of ways you might wish to celebrate with staff, patients and your local community.

Parkrun

NHS staff and volunteers as well as local communities are encouraged to 'parkrun for the NHS' at parkrun events on Saturday 8 July or junior park run events on Sunday 9 July.

from beginners to Olympians...
parkrun is for everyone





Download the free NHS Weight Loss Plan

Download the free NHS Weight Loss Plan to help you start healthier eating habits, be more active, and start losing weight.

The plan is broken down into 12 weeks so you can:

- set weight loss goals
- plan your meals
- make healthier food choices
- get more active and burn more calories
- record your activity and progress

Don't worry, the app makes it easy for you – just take it one week at a time. Let's make "one day" today!



Lose weight

If you're overweight, losing weight has many health benefits. Making small, simple changes to what and how much you are eating and drinking can really help you lose the pounds.



Quit smoking

The earlier you quit smoking, the more you're likely to benefit. But it's never too late – because quitting will improve your health whatever your age and no matter how long you have smoked.



Download the free NHS Quit Smoking app

Use the NHS Quit Smoking app to help you quit smoking and start breathing easier.

The app allows you to:

- track your progress
- see how much you're saving
- get daily support

If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good!



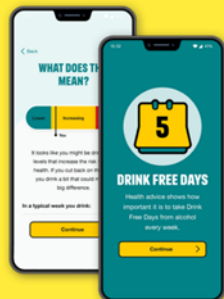
Download the Drink Free Days app

Feel healthier, lose weight and save money by picking your days to go drink-free.

One simple way to cut down is to have at least a few drink-free days every week, so choose yours and get practical support to stick with it.

With the app you can:

- update and track your drink-free days
- get simple and practical tips to help you control your drinking
- receive reminders when you need it most
- celebrate milestones when you reach your targets



1. Have a game plan

Use the Drink Free Days app to set yourself a weekly unit target and stick to it. But if one week you do go over your limit, don't stop trying – next week is a fresh start.



2. Switch from stronger stuff

Choose drinks that are lower in alcohol. Try lighter beers – under 4% ABV. As a rule of thumb, white and rosé wines are lower in strength than reds. Or try swapping some or all of your drinks for no or low-alcohol alternatives.



3. Stick with it!

It might take a bit of time to get used to the change from your usual choices, so if you notice a difference in taste with lower-strength drinks, do not give up! There are so many options, it's likely there's one out there for you – and switching means you can enjoy the health benefits of drinking less without losing your social life.



4. Shake up your social plans

Going for drinks is not the only way to see friends. You could watch a film, meet up for breakfast, grab a coffee and go for a walk, go bowling, head to the gym or sign up for a class to do together, for instance.



5. Set a booze budget

Sticking to a budgeted amount for alcohol can be a good way to drink less. If you are going out, try taking only the exact cash, or set up a spending alert on your card.



6. Write off the rounds

Being involved in rounds makes it easy to end up drinking more than you meant. Try to avoid them if you can, and do not feel like you have to say yes to a drink just because someone else is buying. There's always next time.



7. Only wine and dine

Waiting for your evening meal before you have a drink – and having your first only once you've started eating – is another simple way to help you cut down.



8. Beat boredom

If a drink is a way you handle boredom or stress, try finding something else to do instead. Exercise is a great stress reliever, and simple things like cleaning, a new hobby or DIY can be a good way to occupy mind and body.



NHS Food Scanner app

Start finding healthier swaps today!



NHS Weight Loss Plan

A 12-week plan to help you lose weight.



Couch to 5K app

A running app for absolute beginners.



Active 10 app

Track and build up your daily walks – start with 10 minutes every day!



Drink Free Days app

For the days you do not want to drink alcohol.



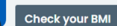
NHS Quit Smoking app

Daily support to help you quit smoking and start breathing easier.



BMI calculator

Check your body mass index (BMI).



How Are You? quiz

Get tips on looking after your health.



More ways to kick-start your health




1. As well as having unique finger prints, we all have unique tongue prints.
2. Fingernails grow four times faster than your toenails.
3. It is impossible to lick your own elbow.
4. About 70% of an adult's body is water.
5. Your nose and ears continue growing for your entire life.
6. You can not talk and inhale or exhale at the same time... try it!
7. All babies are born with blue eyes.
8. Every step you take uses 200 different muscles in the body.
9. An average yawn lasts six seconds.
10. The human nose can detect and recognise three trillion different scents.

Blood Samples




Samples can be dropped off at the Blood Department at the Beckenham Beacon between 7.30am -16.45pm

Elm House Surgery

 6,751 appointments booked with an average of 78 per 1000 patients per week	DNAs 1 in 32 appointments were missed resulting in 49 hours of wasted practitioner time
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Cator Medical Centre

 4,405 appointments booked with an average of 76 per 1000 patients per week	DNAs 1 in 20 appointments were missed resulting in 49 hours of wasted practitioner time
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QOF/IIF ACHIEVEMENTS

QOF stands for “Quality & Outcomes Framework”, and IIF stands for “Investment & Impact Fund”. These are set by NHS UK, based on standardised Practices and are aimed at providing better care outcomes for patients.

Some examples of these targets include asthma reviews, cervical screening, vaccinations, and so on. These targets are set annually with some being measured monthly, and some quarterly, with a review at the end of the year (at GP surgery level and also across the PCN).

We are delighted to announce that 2022-2023 saw both practices achieve some of the best QOF & IIF targets to date! This means despite the global pandemic and backlog of administration our team tackled over the previous year, we were able to provide you,

our patients, with nearly all procedures, reviews, appointments, data required, and so on, compared to the NHS national average!

We are incredibly proud of our fantastic staff for helping us achieve this, and we hope the hard work we’ve been carrying out has been noticed by you, too.



Did you know.....many patients don't let us know when they change their mobile phone numbers. It means that they will miss out on receiving appointment reminders from us and that can make it difficult for us to contact them via text with health information. Please can you remember to update us when you change phone number so that we can update your records. Thank you!



HOW ARE WE DOING? YOUR EXPERIENCE IS IMPORTANT TO US!

Let us know what your experience was like when you recently attended our Practice – whether good or bad, your opinion matters to us!

If you have the time, please take a moment to leave us a Review on our Friends & Family Feedback Test section of our websites. Or click on a link here:

Elm House Surgery:

[Friends & Family Test - Elm House Surgery](#)

Cator Medical Centre:

[Friends & Family Test - Cator Medical Centre](#)

What is a Virtual PPG?

A virtual group is a group of patients who would like to be part of the Patient Participation Group but prefer not to attend meetings. They get involved by email instead. Information such as practice newsletters, minutes of the Patient Participation Group meetings and surveys will be shared electronically.

It means that if you can't make face-to-face meetings, are caring for someone and unable to leave them, or are work-



JOIN YOUR PPG!

To support the Surgery and its patients the PPG always needs new members

Join us as an ACTIVE member

by attending meetings in person

or as a VIRTUAL member

via email

if you can't attend meetings in person.

TO FIND OUT MORE PLEASE CONTACT

Geoff Cook, Patient Liaison Officer

Email:

selicb.administrationelmhouse@nhs.net

For further information about the PPG check us out on the Elm House Surgery and Cator Medical Centre websites

Our next meeting:

Wednesday 23rd August 2023 at 12.30pm



Here is a short video which explains about the work of a PPG. It was commissioned by Healthwatch Central West London and produced by CC Animation Studio and is a great way to find out more about how you can play your part in improving services at your local GP surgery:

<https://youtu.be/TdJ6utv2UPE>