

# Ballater Surgery

# NEWS

BOUGHT TO YOU BY BALLATER SURGERY  
PATIENT PARTICIPATION GROUP

AUTUMN/WINTER

## BALLATER SURGERY PPG NEEDS YOU !!!

### WANT TO GET INVOLVED?

If you are a patient or carer and would like to join the PPG, or find out more about it, please contact Steve Westpfel, Chair of the PPG or Julia Morrison, Practice Manager.

Since April 2015 it has been a requirement of NHS England that all GP Practices have a Patient Participation Group (PPG).

Meetings are normally four times a year held at the Practice. The PPG is not a forum for individual complaints, but is a place for open and honest communication about issues affecting patients. We always respect patient and practice confidentiality.

### WORKING TOGETHER TO MAKE A DIFFERENCE



Welcome to the latest edition of Ballater Newsletter

The Patient Participation Group at Ballater has been in existence for many years during which time, the roles of the PPG has been taken seriously in working with the Practice to improve the service to patients.

Covid 19 created a period of uncertainty, as to the service expectations. You will find a simple chart on page 4 on how to book different types of appointment, whilst on page 5 there is a list of all the services that Ballater provides. You should also note that Ballater are aware of telephone issues and Julia is on the case.

Steve Westpfel, Chair  
Ballater Surgery PPG  
Tel: 01689 828175  
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# Practice News

## A message from Julia our Practice Manager

*I would like to welcome you all to the Ballater Surgery Newsletter as we approach the Autumn Season. I have been with the Practice since April 2022 working Monday to Thursday. I am looking forward to the challenges that primary care is facing in the next 12 months. I have been working in Healthcare for over 15 years within Primary and Secondary Care in Devon and throughout Kent. I am passionate about patient care and support together with providing a good service. Development of all staff is also of high priority for me and I am here to ensure they are supported through their roles and responsibilities.*

*I appreciate that patients and my colleagues at Ballater have had some tough times in the last couple of years and I would therefore, like to reiterate that we are here to support you and in return I would ask that you kindly respect the team at the surgery. We have 10,700 patients currently registered and we are dealing with very unwell and anxious patients and with GP shortages nationally, this situation is not going to improve any time soon.*

*We are currently seeing an increase in waiting times nationally and therefore, increased workload and would ask that you bear with us whilst we review the situation and put further support in place for you.*

*As always with General Practice we do have staff changes and on 3<sup>rd</sup> October 2022 we say goodbye to Dr Ashika Sequeira who is going to pursue her career in private medicine and we wish her the best of luck.*

*Julia*

## Staff at the Practice

### Partners and GP's

Dr Yamna Baloch – GP Partner  
Dr Bart Tyska – GP Partner  
Dr Nishan Jayasinghe – GP Partner  
Dr Ritu Agarwal – GP  
Dr Sam Chu – GP  
Dr Nilima Shah – GP  
Dr Zina Hadid – Long Term Locum  
Fay Lazurus – Paramedic  
Dr Kaveeta Bedi – ST3 Registrar  
Dr Tanya Dhir – ST3 Registrar

### Nursing Team

Ophelia Asare-Bediako Practice Nurse  
Debbie Hankin, Diabetes Nurse Specialist  
Brenda Breeds, Practice Nurse  
Selvi Daniel, Nurse Locum

### Management Team

Julia Morrison – Practice Manager  
Saras Rajan – Business and Finance Manager  
Nicola Beveridge – Deputy Practice Manager

### Admin staff

Lyndsey, Karen, Diane, Louise, Sangeeta,  
Kelly

### Receptionists

Sandra, Kelly, Zoe, Dawn, Rebecca, Joan,  
Flo



# SERVICE UPDATES

Ballater Surgery has now some additional roles and services to support our patients.

## Fay Lazurus – Paramedic:

Fay has over 12 years' experience working with London Ambulance and has joined the Practice. She is a key member of the of the triage team and has been a great help creating more appointments for patients. She has a huge range of experience and expertise.

## Jemma Daly - Care Coordinator:

Jemma is working with patients to ensure they are supported and working with the surgery to achieve quality of care. Most of her work is speaking to patients on the phone. She is able to book you to see a member of the clinical team if necessary and any of our other support services.

## PJ – Mental Health Practitioner

PJ supports all or our patients with mental health problems and offers either telephone or face to face appointments at the surgery.

## Victoria and Emilia – Clinical Pharmacists

Victoria and Emilia contact patients to discuss their medication and conduct reviews.

## Ear Wax removal/syringing:

This is now available to all patients over 18 at Specsavers. To be referred to this service, you must see one of our nursing team to check your ears who will then arrange for a referral through our clinical administration team.

## Orpington Wellbeing Café:

Every other Thursday from 11.00am at Orpington Methodist Church, Sevenoaks Road, invites patients of all ages to visit. Coffee, Tea and Cake is provided and is an opportunity to meet new people, meet specialists and take part in Bingo and Crafts. Further information is available on the notice boards in reception.

## Social Prescribers:

A social prescriber can support patients with loneliness, social isolation, emotional wellbeing and can be referred by any member of staff at the practice and we encourage patients to speak to staff if you needs support in any of these areas.

## Community Podiatrist:

Lucy Moreton is available for housebound patients to undertake diabetic foot checks. She will be offering more services in the future and we will update patients when we receive more information from the PCN (Primary Care Network)

# HOW TO BOOK AN APPOINTMENT

With many changes throughout the NHS and Primary Care, booking an appointment and making general enquiries has changed. Below is a quick guide for all our patients to access services;

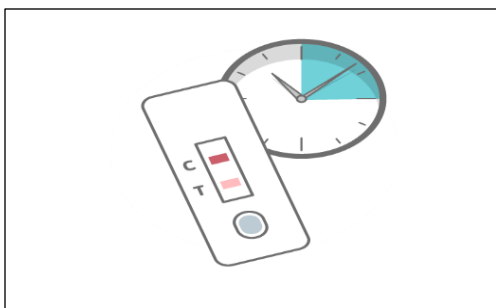
	Method of contact	How
Non urgent queries	Econsult	Ballater website Click on link for Econsult on Ballater Website (on the changing pictures)
Urgent medical queries	Email  Call reception (ask to be put on the triage list)	<a href="mailto:Selicb.ballatertriage@nhs.net">Selicb.ballatertriage@nhs.net</a> read until <b>10.00am Monday to Friday</b>  01689 826664
Routine/Repeat Prescriptions	Email  Patient access or NHS App	<a href="mailto:Selicb.ballaterrx@nhs.net">Selicb.ballaterrx@nhs.net</a>  Need to have access set up by the surgery admin team. These forms are available from reception. Once access is set up patients are able to access the NHS App.
Medical reports, documents or by request by a member of staff at the surgery *****	Email	<a href="mailto:Selicb.ballater2@nhs.net">Selicb.ballater2@nhs.net</a>

\*\*\*\*\* - queries sent to this email address without prior arrangement will not be responded to.

## COVID 19

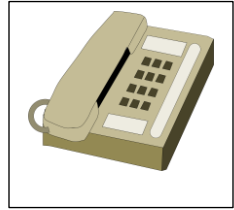
All patients visiting the practice are still asked to wear a mask on arrival unless medically exempt.

There are many Covid infections, with many people having chronic symptoms for six months including looser bowels, an upset stomach, rashes, conditions that appear to be allergy related, cognitive issues and mental health problems. Covid 19 Lateral Flow Tests are available at a cost and we would advise testing if in doubt. We would be happy to see patients following a negative test.



## Telephone System

We are aware that our telephone system is having some problems and long waiting times. We will be looking at a new provider in the coming months, please bear with us.



## Zero Tolerance

This is a polite reminder – we understand that people are unwell and want to talk to us quickly, however within in the last 12 months we have noticed an increase in verbal abuse and threatening behaviour. As a surgery we take this behaviour seriously and follow strict guidance from NHS England, which could eventually lead to patient removal from the surgery list.



### CHECK YOUR BLOOD PRESSURE

If you have been to the surgery lately, you may have noticed that we have a blood pressure monitoring machine. By following the instructions provided, you can now easily check your own blood pressure, if you would like to. Once you have done so a ticket will be produced by the machine for you to hand to the receptionist who will record your results. If you have an appointment on the day that you are in the surgery this ticket can be handed to the member of staff you are seeing.

High blood pressure rarely has any noticeable symptoms, but if left untreated can increase your risk of serious health problems like heart attacks and strokes. Check yours out next time you are in the surgery.

## SICK NOTES - STOP PRESS

From 1st July 2022, in addition to doctors, fit notes can also be provided by nurses, occupational therapists, pharmacists and physiotherapists. Fit notes provide evidence to employers about a person's absence and advise employers how to support employees to remain in or return to work. The healthcare professional issuing it will need to assess the employee's fitness to work. Fit notes are free of charge providing the employee has been ill more than 7 days.

# FOCUS ON HEALTH

## WINTER SEASON ADVICE

### STAYING WELL

Take Vitamin D Daily to boost your immune system. This aids health and support mood during the dark and cold months. 2000-5000 iu a day is the recommended dose and can be available from pharmacies and health food shops.

Viral infections are very common in the Autumn and Winter months and can be symptomatic of cold/flu symptoms. Further information can be found on <https://www.nhs.uk/conditions/flu>

If you develop symptoms suggestive of a **bacterial infection**, additional help may be needed with the help of antibiotics.

Pneumonia/bacterial chest infection (usually a frequent dry cough or shortness of breath)

Bacterial tonsillitis (temperature usually over 38° and a very sore throat with possible pus on the tonsils).

A night cough is usually **viral** – these can produce a log of green mucous. Take paracetamol and ibuprofen for fever and pain



If you are concerned about any of your symptoms, please undertake a Covid Lateral Flow test. Advice on ordering a test can be found on the NHS website. If the result is negative and you are still experiencing symptoms, please contact us.

**Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.**

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition
- NHS 111 – go to [111.nhs.uk](https://111.nhs.uk) or call 111 if you have an urgent medical problem and you're not sure what to do

The sooner you get advice, the sooner you are likely to get better.

## **KEEP YOUR HOME WARM**

Follow these tips to keep you and your family warm and well at home:

- if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C
- keep your bedroom at 18C all night if you can – and keep bedroom window closed
- if you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable
- use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time
- have at least 1 hot meal a day – eating regularly helps keep you warm
- have hot drinks regularly
- to reduce the risk of [sudden infant death syndrome \(SIDS\)](#), babies should sleep in rooms heated to between 16C and 20C
- draw curtains at dusk and keep doors closed to block out draughts
- get your heating system checked regularly by a qualified professional

### **Help with heating costs**

You may be able to claim financial and practical help with heating your home. Grants available include the [GOV.UK Winter Fuel Payment](#) and the [Cold Weather Payment](#).

For more information on how to reduce your bills and make your home more energy efficient, go to [GOV.UK Find ways to save energy in your home](#), or call the government helpline on [0800 444 202](#).

You can also find out about [benefits and financial support if you're on a low income at GOV.UK](#).

It's worth claiming all the benefits you're entitled to as soon as winter begins.

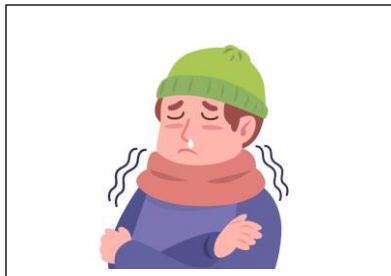
## **LOOK IN ON VULNERABLE NEIGHBOURS AND RELATIVES**

Check on older neighbours and relatives, and those with heart or breathing (respiratory) problems, to make sure they:

- are safe and well
- are warm enough, especially at night
- have stocks of food and medicines so they do not need to go out during very cold weather

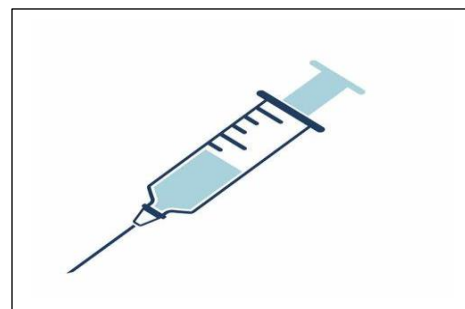
If you're worried about a relative or elderly neighbour, contact your [local council](#) or call the Age UK helpline on [0800 678 1602](#) (8am to 7pm every day).

If you're concerned the person may have hypothermia, contact [NHS 111](#).



## VACCINATION CLINICS

### FLU CLINICS



With Flu Season upon us the flu clinics have now started. If you are eligible for a flu vaccine, please contact the surgery. All clinic dates are on the Ballater Surgery website.

Some patients would have started receiving text messages inviting attendance.

All housebound patients will be contacted directly by the Bromley Alliance (BGPA).

## COVID BOOSTER AND POLIO VACCINATIONS

The Bromley Alliance (BGPA) will be providing Covid and Polio vaccine clinics in the coming months and will contact patients direct. Please do not contact the surgery for Covid queries. All housebound patient will be contacted in due course.



## Enhanced Access Appointments

The GP Access Hub available for patients Monday to Friday 4.00pm-6.00pm and 8.00am-8.00pm and weekends and Bank Holidays will be replaced on the 1<sup>st</sup> October 2022.

NHS England has made the decision to initiate this change allowing Bromley GP's and health care professionals working in our PCN having more say over how the additional appointments could be used to meet the needs of our patients.

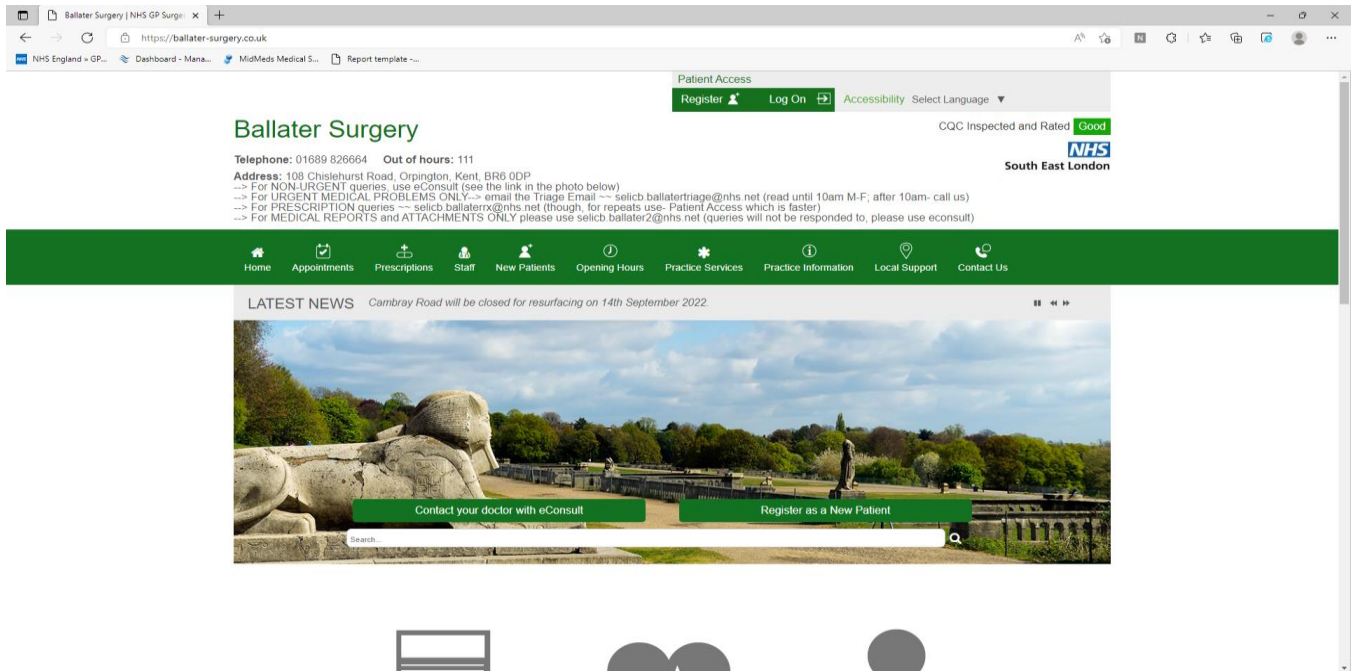
From 1<sup>st</sup> October 2022 GP services will be available up to 8.00pm in the evenings Monday to Friday and from 9.00am-5.00pm on Saturdays.

Appointments will be available until 8.00pm on an evening and 9.00pm until 5.00pm on a Saturday offering a number of services with a number of varied clinicians ie physiotherapists, paramedics and nursing staff. Ballater will not be offering this as a Practice within the Orpington PCN, but will have access to the appointments to book patients in at three other practices within Orpington.

More details will be issued on the website in due course once the services and surgeries taking part has been confirmed.



# VISIT OUR WEBSITE



The Ballater Surgery website contains a wealth of information about the surgery and other local health care services available to you. Visit it to get all the latest practice news.



If you have downloaded and set up, the NHS App you can use it to book a telephone appointment or a face to face. For you to use the NHS App you will need to verify your details with ID all available to download on the app.

**Before accessing the NHS App, you will need to have completed patient access forms available from reception.**

*Best wishes, all the staff at Ballater Surgery*

*Disclaimer: Whilst we have made every attempt to ensure the accuracy and validity of all the information provided in this newsletter, neither the practice or the PPG accept responsibility for events arising from the use of the information.*