

**BRIDGE LANE GROUP PRACTICE - PATIENT GROUP*****PATIENT BRIEFING***

*Our most recent Briefing was in the Practice on Wednesday 28 June and was open to all patients of Bridge Lane.*

*Dr Pearson, GP partner, gave an update on the practice in terms of staffing and activity, and took questions.*

*The last week in June was national carers week and Nancy Harris from Wandsworth Carers attended. She described the support services in the borough for carers (of all ages). There was an interesting dialogue on how Wandsworth Carers could work more closely with GP practices.*

*Our next Patient Briefing is on Wednesday 27 September at 5 pm. We hope Dr Pearson will be available again to give a practice update.*

*Emma Gillgrass will attend and give a presentation on NHS plans to change how GP practices offer consultations to patients. Emma is a member of the Wandsworth Primary Care Management Team.*

**AUTUMN VACCINES**

Millions of eligible people will now be offered a covid vaccine from 11 September, in line with the latest expert guidance on the new covid variant.

This change follows an announcement by the Department of Health and Social Care (DHSC) and the UK Health Security Agency (UKHSA) on the risks presented by the new BA.2.86 variant and pre-emptive measures the NHS has been asked to take.

The adult covid and flu vaccination programmes had been due to start in October to maximise protection over the winter months, but now those most at risk including adult care home residents will be vaccinated from 11 September.

The NHS has been asked to bring the programme forward and will be working quickly to ensure as many eligible people as possible are vaccinated by the end of October. Patients in target groups should wait to be offered appointments. These groups are.....

- residents in a care home for older adults
- all adults aged 65 years and over
- persons aged 6 months to 64 years in a clinical risk group
- frontline health and social care workers
- persons aged 12 to 64 years who are household contacts of people with immunosuppression
- persons aged 16 to 64 years who are carers and staff working in care homes for older adults

Covid vaccines can not currently be bought commercially by other patients but we hear the government is considering changing that. The annual autumn 'flu vaccine will be available as usual, and it can be purchased by those not in target groups.

Bridge Lane is beginning to offer free 'flu jabs on Saturdays 23 September & 7 October to those patients in eligible groups, as well as opportunistic shots during routine appointments - look out for your invite. The Practice is also expecting a consignment of covid vaccines any day now.

An interesting point is that the NHS considers it safe to administer a covid booster jab at the same time as a 'flu jab, one in each arm!

**PATIENT GROUP**

*The Patient Group is organised by a committee consisting of Zenobia Cowan-Davies (chair); Jamie Gillespie (secretary); Julia Rossman; Barrie Temple; Laura Roberts and David Herbert.*

*It acts as a link between Bridge Lane Group Practice and its patients and works to (a) contribute to the improvement of services (b) ensure the Practice is responsive to the needs and wishes of patients (c) help patients take more responsibility for their health. We appreciate your messages and suggestions - please keep them coming.*

*Contact us on  
jamiiegillespie44@  
btinternet.com*

**CHANGE TO COMPLAINTS POLICY**

If you are unhappy with the service provided by your GP Practice you should raise it with the practice manager.

If you want to make a formal complaint then contact the commissioner of the service - this is now ***not*** NHS England, but South West London Integrated Care Board:- 020 3880 0308

If this leaves the issue unresolved, you can contact the Parliamentary & Health Service Ombudsman:- 0345 015 4033

**YOUTH LINK WORKER**

Were you aware of our youth clinic? The aim of the clinic is to offer a safe space for the young people of Battersea to access healthcare services and other local support. Whether it be advice on mental health, contraception, medicines, a sports injury or something more serious. We know having an appointment with a GP can be daunting and the Practice want to help with this. A youth link worker will be part of the service, to support you through the process. Telephone, video or face to face appointments will be available. Patients will need to be registered with one of the practices in Battersea but this is very easy and can be done online via one of the links.

The clinic offers a wider service linking young people with other organisations that can help with issues like loneliness, emotional wellbeing, bullying, family problems, crime etc. E.g. putting you in touch with sports clubs, youth clubs, mentoring, mediators, counselling, careers advice etc.

Confidentiality: the Clinic is here to listen not to tell. You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist – will stay confidential. Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission.

A contact form can be found on the Practice website [www.bridgelanegp.co.uk/](http://www.bridgelanegp.co.uk/)

