

DO YOU HAVE THE NHS APP?

Free to download so do it today!



Things you can do on the app:

- Order repeat prescriptions
- Nominate a pharmacy to collect from
- Book and manage appointments
- View your GP record
- Register your organ donation decision
- View your NHS number & find NHS services near you
- Search information and advice
- Contact your GP surgery using an online form & get a reply

You can download and install the NHS App on Google Play (Android device) or App Store (Apple device). You will then be prompted to sign in with your NHS login. You can also log in through the NHS website. Get started by clicking this link: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/>

Our services at The One Bromley Awards 2024



Bromley Child Health Integrated Partnership (BCHIP)

The One Bromley award winning service has been a success and helped many children since it started in June 2023.

GPs can refer their paediatric patients to the weekly triage clinic where their case will be discussed with a specialist paediatric nurse, paediatric consultant, and a GP. Should a face to face consultation be needed, the patient is contacted and booked in with the team at a Crays Collaborative PCN GP practice.

Referring into the service, avoids a referral to secondary care that can sometimes mean patients are waiting months to have their case reviewed. Instead of awaiting paediatrics in the hospital, the patient can be dealt with faster and more efficiently in primary care.



The Anticipatory care team (ACT)

Working collaboratively as a neighbourhood team, Orpington PCN, The Crays PCN and Bromley Healthcare (BHC) implemented the ACT. Patients who are identified as having an unmet need will be holistically assessed in a clinic setting or at home.



The ACT is responsible for supporting people at risk of their condition worsening, ensuring that patients identified:

- Have a comprehensive initial assessment with various health checks.
- Receive signposting as to how to improve their health and wellbeing.
- Attend both PCN Wellbeing Cafes to support patients, educate and empower them.

Wellbeing & Digital Café



11am-1pm on:
 14th May, 11th June,
 9th July, 13th August,
 10th September,
 8th October,
 12th November,
 10th December 2024



Free admission



@ Temple URC Church, 179 High St, Orpington BR5 4AX

Join us here for games, laughter, advice and
 • Healthier Living hub information
 • Assistance with digital tools e.g. NHS APP

What can you expect at our cafe?

As well as providing an opportunity to socialise with attendees, enjoy a hot beverage with tasty treats, there is also a lot more on offer, such as:

- **Anticipatory Care Team (ACT)** offering BP checks and various healthcare checks.
- **Healthcare professionals from our healthier living hub** such as the Dietitian discussing healthy food options, Health and wellbeing coach offering one to one mindfulness/ goal setting consultations and the physiotherapist demonstrating chair exercises. Patients get to continue their journey with support from the team who will monitor BP, weight and BMI.
- **Meditation by Dawn** is held in another room to allow a calm and peaceful environment.
- **A digital café** where our Digital & Transformation lead, along with digital champions offer help and guidance regarding practice websites and use of the NHS app.
- **Guest speakers** to educate on health topics as well as the many social services in Bromley.
- **Bingo and prizes!**
- **Arts & crafts** sessions are expected in the near future.

The Healthier Living Hub

Our sessions will allow patients access to a Dietitian, Health & well-being coach, social prescriber, first contact physiotherapist, pharmacist and information on community support to assist with dietary and lifestyle changes needed to help reduce obesity. Consultations can be carried out in a group setting at Temple URC church or virtually via a Microsoft Teams meeting. Group sessions allow patients to offer advice, discuss recipes and form a supportive community. Follow up appointments can be had one-to-one with a healthcare professional if need.



Target patient group: Over 18 years old, BMI recorded in the last 2 years of over 30, If black, Asian, and minority ethnic (BAME) then a BMI of over 27.5. However, we welcome those concerned with their weight and overall health to attend for education on how to improve their health and wellbeing.

Invited patients can expect to attend a session (~ 1 hour each) every 6 weeks, 6 sessions in total. For each session BP, height, weight and BMI are recorded. During each session we explore: diet & nutrition, lifestyle choices, forming good habits, getting active and setting achievable goals.

Meal plan example

BREAKFAST	No added sugar muesli + semi-skimmed milk (plant based) with fruits and nuts (unsalted) Small glass (150ml) orange juice (homemade)
LUNCH	Jacket potato (sweet) /sweet corn + tuna (any fish) with salad 2 oatcakes, cheese optional (low fat) and fruits
DINNER	Chickpea and spinach curry with brown rice
SNACKS	<ul style="list-style-type: none"> • 2 oatcakes, cheese optional (low fat) • Fruits • Guacamole and 1/2 wholemeal pitta bread • 4 squares of dark chocolate

Future Session dates

11th July 2024
 22nd August 2024
 3rd October 2024
 14th November 2024
 2nd January 2025

Meet a PCN team member!

Shabaz Akhtar- Clinical Pharmacist

I am Shabaz, a PCN clinical pharmacist as well as a pharmacy forum facilitator for Bromley education and training hub (BETH). I run clinics and and prescribe in various clinics, including long term conditions such as hypertension, heart failure and lipid management. I also undertake structured medication reviews, in particular in patients with polypharmacy. I also optimise and deprescribe medicines where appropriate. Furthermore, I support practices in reaching their quality and outcomes framework (QOF) and care quality commission (CQC) targets as well as requirements set out by the PCN directed enhanced services (DES).

The PCN has brought together a variety of staff within the multidisciplinary team (MDT), which has been a huge success. Example of additional roles within primary care include social prescribers, mental health practitioners, specialist nurses amongst others. By increasing the various disciplines, we can support our patients as best as we can by providing expert care with patients being seen sooner.

Your feedback on our services

You said so we did....

Capacity & access year 23/24

A survey taken in July 2023 (199 responses) compared to February 2024 (192 responses) showed that 65% agreed capacity and access had improved in their practice. Patients had greater access to healthcare professionals such as a paramedic, physiotherapist and clinical pharmacists. Appointment capacity increased as you appointment options increased, for example you can have a face to face or telephone appointment, home visit or even attend a hub clinic.

Wellbeing café

A survey revealed patients liked the social aspect and felt the team attending the cafe's were approachable, caring and enthusiastic about the event. The large church hall did make it hard to hear invited speakers, so a microphone is now being used. It doesn't hurt that you can now also clearly hear the bingo numbers and shout out "BINGO!" with confidence.

Healthier Living hub

Feedback from our first session in May was that you wanted more in person group sessions so we have increased the in person options from 2 to 3 on the day for future sessions. Sharing ideas, connecting with liked minded people and motivating one another are some of the benefits of a face to face group session.

Enhanced Access

May's feedback (31 responses) found 100% were happy with the choice of location offered for their appointment. 87% were happy with the time of the appointment offered. 81% felt they had seen the most appropriate person for their issue. 68% felt the appointment satisfactorily resolved their issue. When asked "How likely are you to recommend this type of appointment to friends and family" 81% said very likely or likely.

Anticipatory care team (ACT)

The friends and family test results showed that when asked how likely you are to recommend the service: 100% of patients rated the service Good or Very Good. The ACT have now increased their appointments sessions at Temple URC to every fortnight and are frequent attenders of our monthly wellbeing café.

Thank you for reading 😊