



HAVE YOU DOWNLOADED 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

Wellbeing & Digital Café

11am-1pm @ Temple URC Church, 179 High St, Orpington BR5 4AX



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Clear Community Web develop digital skills, awareness & build confidence online.

13th August,
10th September,
8th October,
12th November,
10th December 2024

Free admission! All ages welcome



What can you expect at our cafe?

Socialise with attendees, enjoy a hot beverage with tasty treats and a lot more:

- **Anticipatory Care Team (ACT)** offering BP checks and various healthcare checks.
- **Healthcare professionals** from our healthier living hub such as the Health and wellbeing coach offering mindfulness and goal setting consultations, the physiotherapist demonstrating chair exercises and social prescribers for community activities.
- **Meditation by Dawn** is held in another room to allow a calm and peaceful environment.
- **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 as well as arts & crafts** sessions.

The Healthier Living Hub

The hub gives patients access to additional roles such as a: Dietitian, Health & Wellbeing Coach, Social Prescribing link worker, First contact physiotherapist, Clinical Pharmacist, Health Care Assistant, Care coordinator and Digital & Transformation Lead.

Patients receive information on community events, support services and healthcare knowledge to assist with dietary and lifestyle changes needed to help reduce obesity.

Initially the hub was aimed at those with a BMI of over 27.5 and our target was 5% weight loss. However, patients have fed back that they have found the social network formed and motivational tactics used have helped them to make healthy lifestyle changes, which will eventually lead to weight loss. Well done to all our attendees and we welcome you to the next session on 14th November 2024 and the final session on 2nd January 2025 . Attendance to the hub is by invitation only.

Same day access routes

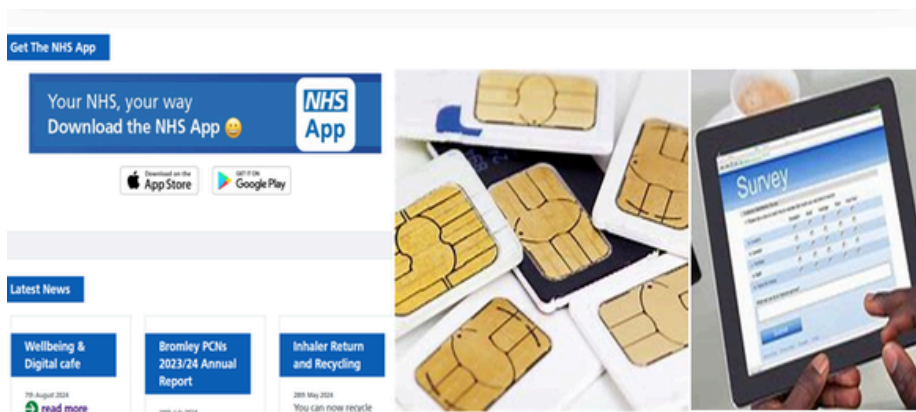
via Online Consultations	<ul style="list-style-type: none"> ✓ Accessible through all devices ✓ Triaged to the appropriate clinician
via NHS app	<ul style="list-style-type: none"> ✓ Empowering patients ✓ Convenience at your fingertips
via Digital telephony	<ul style="list-style-type: none"> ✓ Efficient call flow ✓ Call monitoring
via Enhanced Access Clinics	<ul style="list-style-type: none"> ✓ Extended Hours ✓ More Availability ✓ Diverse healthcare team

The diverse healthcare team bring additional roles into general practice, providing more appointments for patients, with the right clinicians, local to home. More details about how the wider team can help coming next.

Digital Inclusion

“A **lack of digital skills and access** can have a huge negative impact on a person’s life, leading to poorer health outcomes and a lower life expectancy, **increased loneliness and social isolation**, less access to jobs and education. **Extracted from Digital divide - Good Things Foundation**

Digital literacy is low in some parts of the borough. General Practice, through their Primary Care Networks, are working with local partners to trial initiatives to help improve the level of digital literacy amongst their patients. So, what are we doing at the Crays?....



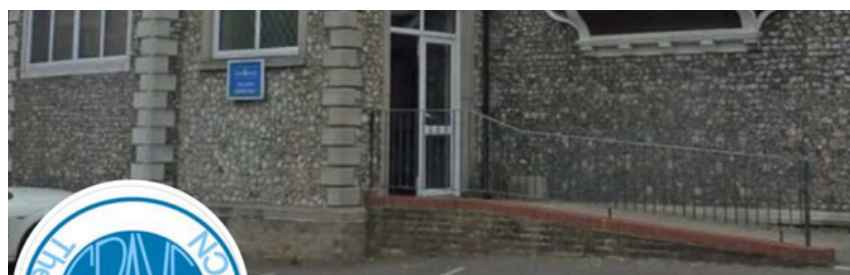
- Promoting the NHS APP in practices, on websites at PCN & community events.
- Applied for data sim cards for patients.
- iPads in practices.
- NHS App ambassadors & digital champions.
- NHS App guides for android & iOS are readily available.

Check out our NEW Facebook Page

<https://www.facebook.com/profile.php?id=61566748538339#>



Follow for important updates and healthcare promotion.



The Crays Collaborative PCN

11 likes • 19 followers

Meet PCN team members!

Our Social Prescribers

Aim of the role is to:

- Build relationships between the patient and local community groups and charities to foster partnerships and identify goals.
- Promote awareness by developing and distributing information materials regarding resources and services within the PCN and in local GP Practices.
- Organise and maintain social groups such as the monthly Wellbeing and Digital café. The aim and objectives of such events is to bring people together, promote community cohesion, learn about healthcare and fun by connecting with the local community. Our Wellbeing and digital café reduces loneliness, social isolation and promotes digital literacy.



Kassam Manjang

I joined the PCN in November 2019. I help connect people with community-based services. Whether you're looking for support with low level Mental health, loneliness, financial advice, caring responsibilities, or simply need someone to talk to, I am happy to listen and signpost you to the right resources.



Natasha Ricketts

I support our patient's health and wellbeing needs by helping them to engage and connect to activities and services in the community. As someone that likes to get stuck in, I enjoy Multi agency working and seeing things through to the end.

Winter Vaccinations

Vaccination is an important way we can protect ourselves, preventing us from catching and spreading infectious diseases. Some Winter illnesses, such as Flu and Covid can lead to serious complications and hospitalisation, vaccinations can reduce the risk.

Flu & Covid vaccinations are available NOW from GPs and local Pharmacies.

RSV (respiratory syncytial virus) affects the lungs and can lead to serious illness and hospitalisation. Being vaccinated is a key part of helping vulnerable patients to keep well this Winter. The NHS are offering the vaccine for free this year, to pregnant patients and those aged 75-79.

The **pneumococcal** vaccine helps protect against serious illnesses like pneumonia and meningitis. It's recommended for people at higher risk of these illnesses, such as babies and adults aged 65 and over.

Shingles is an infection that causes a painful rash. Vaccination is recommended for all adults turning 65, those aged 70 to 79 and those aged 50 and over with a severely weakened immune system.

Thank you for reading 😊