



Patient Group

bpspatientgroup@gmail.com

PATIENT GROUP BULLETIN ISSUE 14, JUNE 2025

The Patient Group AGM took place in May. We were delighted to welcome some newcomers who responded to the Surgery's invitation but we would have liked more. A review of our 2024/25 Objectives showed we had been pretty successful in meeting our goals. Considerable progress has been made in working more closely with the Surgery to collect anonymised feedback regularly, allowing us to spot trends and address your concerns in real time. Another success has been working to make things easier for patients who find it hard to manage online services, the so-called "digitally excluded". We intend to continue focusing on these activities because we feel there is more to be done. We plan to display posters showing "You said, We did" so you can see exactly what has been achieved. Next year, we intend to do more more to promote women's health following worrying and credible reports that medical research has been biased towards studying men – especially white adult males. This has led to significant gaps in understanding how diseases, treatments and medications affect women differently. We have settled on some interesting topics for education talks as well as starting to plan a second Open Forum in the Autumn. View this year's Objectives [here](#)

Surgery News

A big hello to Siddhi Patel who has joined the Practice as our lead pharmacist. Many patients will recognise her from Day Lewis, the chemist shop next door to the surgery. She is on hand to conduct medicine reviews and can advise on prescriptions.

NHS App

It is becoming increasingly apparent that the "go-to" app for your medical needs is the NHS App for all round functionality such as requesting repeat prescriptions, sending messages on any topic to BPS via Accurx, booking appointments (but not with a GP), keeping track of booked appointments and now receiving certain test results (these added to your online GP health record) and even some letters from hospitals. Try downloading the app [here](#) and registering – it is simple and will save time in the long run.

Education Talks

Plans are in hand to hold two talks this year on end-of-life care and women's health. We are combining with the Thurleigh Road Practice to give us better access to resources and we will publicise all events.

Hayfever: Over-the-Counter Medications (OTC)

Living in Wandsworth, we are fortunate to be surrounded by so much green space but this comes at a price: the beautiful plane trees and the pockets of silver birch in particular, produce pollen which spells misery for hayfever sufferers. As we head into hayfever season, many sufferers turn to their GP for medication to ease their symptoms, typically sneezing, itchy eyes, runny nose, and congestion. However, you should be aware that doctors will not always be willing to prescribe medications but rather will encourage you to buy certain medications directly from pharmacies or stores without a prescription. One of our GPs explains: "There are several reasons for this. It can be more **cost-effective**: OTC medications are generally less expensive than those prescribed through the NHS, helping to reduce healthcare costs overall. The aim is to ensure that NHS resources are used for more complex or severe medical conditions that require professional intervention; to promote **Self-care**: many of these medications are safe for most people to use with guidance and can be easily



purchased over the counter; finally it is generally speaking more **Convenient** to purchase OTC medications since they are widely available, making it easier for patients to get what they need quickly without waiting for an appointment or prescription. However, this does not mean you should avoid doctors altogether. If symptoms persist, worsen, or if you have any concerns whatsoever about side effects or interactions with other medications you're taking, don't hesitate to contact a doctor for advice." You can find a complete list of available medications here: [Think-Pharmacy-First](#)

New Pictures in Surgery

Talking of hayfever, you may have noticed the gorgeous new pictures in the newly painted waiting room. These lovely photographs of cherry blossom in Wandsworth were taken by Edward Campbell Johnson, a patient at BPS and donated by him and his wife, Pam to cheer us up while waiting. They remind us of the health benefits of getting out into Nature.

Important Safety Notice for Patients Using Weight Loss Injectable Medication

Weightloss injections are a wonder drug but the GPs at BPS are sending a warning about possible risks and offer the following friendly guidance:

"Dear Patients, We would like to kindly request that if you are being prescribed weight loss injectable medication privately, please inform us at your earliest convenience. While we understand that these medications can be helpful for managing weight, it is important that we are aware of any treatments you are receiving outside of our practice. This is crucial as weight loss injectables may interact with other medications we prescribe and could cause side effects that we need to monitor. Additionally, we strongly advise that any weight loss injectable medication be obtained from a registered pharmacy. Recently, there have been concerning reports of serious harm resulting from patients using injection pens sourced from unregulated or 'black market' suppliers. To ensure your safety and well-being, it is essential that your medication comes from a trusted and licensed provider. Your health and safety are our top priority and having complete information about all treatments you are receiving allows us to provide the best care possible. Please don't hesitate to contact us with any questions or to update us on your treatment. Thank you for your understanding and cooperation. No need to feel embarrassed. [Contact us here to request](#) help or simply to update us. "

This is a good example of private and NHS care working together.

Patient Participation Group Awareness Week 2 to 6 June

Members of the patient group spent time talking to people at the Surgery. It was heartening to hear of patients' general satisfaction and praise for individual doctors. We were pleased to hear that the online system is bedding down – one 80 year old lady said she relies on her grandson. The main concern was not being able to see the same Dr regularly. To the bus driver who made the point that he can't take calls during the day ("the cameras are on") and the person who thought the entrance to the surgery was badly signposted: you have been heard and we will raise these and other issues at the next meeting.

Q & A SECTION – PATIENT GROUP QUESTIONS ANSWERED BY BPS STAFF

Q I feel there are too many text reminders issued – this is really annoying.

A. There has been an overlap between messages sent by the practice and by another provider. A review has been launched into the best way of communicating with patients.

We are here to represent you and we look forward to hearing from you. Do get in touch with your comments on this Bulletin, with suggestions for improvements to health care and requests for information about the Patient Group by emailing us at bpspatientgroup@gmail.com

Note. Any patient registered with BPS can attend PG meetings held on the second Thursday of the month at 6pm (except August and December). We have returned to meeting via Zoom. Join us by using [this recurring link](#) NO NEED TO BOOK

