

SOUTH VIEW PARTNERSHIP (BROMLEY CONNECT PCN)

South View, Bromley Kent BR1 3DR 020 8460 1945

www.southviewpartnership.nhs.uk

Monday to Friday; 08.00 – 18.30, Saturdays; by appointment only



Bromley Connect

Dysart Surgery – London Lane Clinic – South View Surgery
Primary Care Network

Contacting South View Partnership

All GP practices are part of a Primary Care Network to provide shared care and services to patients, South View Partnership is part of Bromley Connect PCN along with our neighbouring Practices, London Lane Clinic and Dysart Surgery.

South View Partnership (SVP) is committed to improving access for our patients to ensure they receive the most appropriate and efficient care and access to services. SVP patients can submit an online consultation for clinical or administrative enquiries using eConsult via your NHS APP or our website www.southviewpartnership.nhs.uk or if you do not have online access, please telephone; 020 8460 1945 or pop into the practice and our Patient Advisors will be happy to complete a form on your behalf.

All eConsults are triaged by a GP and you will receive a prompt reply with an outcome which may be a direct response with advice and treatment or be invited to a telephone, face to face or online appointment at the practice with an appropriate member of our clinical team. The standard response to eConsults is by the end of the next working day, however, we often respond on the same day and ensure we prioritise based on clinical need.

If you cannot be seen at your own surgery, we may book you an Enhanced Access appointment at one of our three surgeries, which are open until 20:00 Monday to Friday and until 5pm on Saturdays.

If you have an urgent enquiry out of hours, please call 111, who are available 24 hours a day and can advise on treatment options. Call 999 if you have a life threatening emergency, available 24 hours a day.

NHS APP

The NHS App provides a single place to manage your healthcare. Use it to book appointments, access your health record, view your test results, request repeat medication and more! If you're a patient at our practice, you can use the NHS App to access a range of NHS services on your smartphone or tablet.

Once you have verified your own identity in the app, you will have easy and convenient, 24/7 access to a growing range of health services and information from Primary Care (your GP Practice) and Secondary Care (Hospital/Consultants). Please ensure you have notifications on so that we can send you secure messages via the NHS APP.

If you need help setting up your NHS APP please ask at Reception or pop into our weekly 'digital drop in' for support from our Social Prescriber every Tuesday 2-3pm. Go to: <https://www.nhs.uk/nhs-app/>

Our Team and Services

As well as GPs, Advanced Nurse Practitioner, Practice Nurses and HCA's at South View Partnership, we are also fortunate to have an in house team made up of Physiotherapists, Pharmacists, Mental Health Practitioners, Care Coordinators and Social Prescribers who can help manage a range of problems.

First Contact Physiotherapists

Our First Contact Physiotherapists are able to see the majority of new and old musculoskeletal problems such as neck and back pain, sciatica, and arthritis, muscle and tendon strains. They offer a range of treatment options including joint exercises and can refer to various hospital specialities such as orthopaedics, rheumatologists, and orthotics and arrange for you to have investigations such as scans or x-rays if appropriate. Please ask to make an appointment.

Clinical Pharmacists and Pharmacy Technicians

Our pharmacy team are available to review prescription and medication queries and for certain groups of patients, an annual medication review will be offered. You will be contacted directly by the surgery if you require a medication review.

Social prescribers and Care Coordinators

Our social prescribers can direct you to local community services to help support a range of needs, such as financial difficulties, benefit enquiries, elderly care, loneliness and befriending services. Care coordinators can help you coordinate your medical appointments for acute and long term conditions as well as supporting the practice with clinical projects which involve certain cohorts of our patient population.

Mental Health Practitioners

Our Mental Health practitioners are able to review and support a wide range of mental health related issues, can initiate treatment and signpost for secondary care as appropriate.

Practice Administration

Alongside our clinical team we have a dedicated administrative team made up of Practice Management, Patient Advisors, GP Assistants and Administrators. If you have any queries or concerns please speak to a member of our friendly team who will be happy to help or advise.

Self-referral

You can self-refer for the following services without seeing a GP: (conditions apply)

- **Pharmacy first** is a service commissioned by NHS England to enable patients to get certain prescription medication or receive advice direct from a community pharmacy without the need to see a GP. Patients should directly attend a local pharmacy for any of the 7 conditions - Acute Otitis media (1-17 years), Impetigo (1year+), Infected insect bites (1year+), Shingles (18years+), Sinusitis (12 years+), Sore throat (5years+) and uncomplicated urine infections (women 16-64years). [NHS England » Pharmacy First](#)
- **Phlebotomy Service** (13 years +)
To book a blood test at one of the 12 sites across Bromley,
Please book via www.bromleygpalliance.org or call 020 3930 0245
Results can be viewed via your NHS APP
(Paediatric phlebotomy 12 years and under to be booked via the GP Practice)
- See our **First Contact Physio at SVP** or patients may self-refer for Physiotherapy with Vita Health team at either Orpington or Crystal Palace. Call 01689 88 77 or complete a self-referral form on their website - <https://www.vitahealthgroup.co.uk/make-a-referral/>
- **Counselling and other talking therapies.** Visit <http://www.talktogetherbromley.co.uk>, or call 0300 003 3000 for Talk Together Bromley for adults 18 years and over. For adolescents aged 11-17 years please contact Bromley Y via their website <https://bromley-y.org/index.html> or call 02037708848.
- **Adult Bladder and Bowel Service** – call 0300 330 5777 to make an appointment. For more information, please see their website <https://www.bromleyhealthcare.org.uk/explore-our-services/bladder-bowel/>.
- **Maternity services** at the PRUH including first midwife appointment. Please fill out the self-referral form on their website <https://pruh.kch.nhs.uk/services/maternity/> and email it to kch-tr.br-maternitypruh@nhs.net. You should receive an appointment within 7 working days.
- **Bromley Children Project** for families and children under 5 years old. They offer a range of services including developmental checks, speech and language services and parenting support at 6 different locations around the borough. Please see their website for more information https://www.bromley.gov.uk/info/200071/parental_support/769/bromley_children_project/5
- **Bromley Dementia Support Hub** for patients and their carers. Please see their website <https://blgmind.org.uk/bromley-dementia/bromley-dementia-support-hub/> or call 02033280366 for more information.
- **Bromley Drug and Alcohol Service (BDAS)** <https://changegrowlive.org/>
- **Opticians – Minor Eye Conditions Service** <https://www.sel-mecs.com/bromley-mecs/>

Prescriptions

All prescription requests should be requested via the NHS APP or via your community pharmacy. Please allow at least 2 working days for repeat prescriptions to be issued. All prescriptions will be sent electronically to your nominated pharmacy. You can update your nominated pharmacy via your NHS APP.

We do not accept prescription requests over the phone.

Also please note that we will not be routinely prescribing readily available over the counter medications. This includes all treatment for hay fever, dry eye drops, nasal sprays and anti-histamines (including liquid chlorphenamine for children and fexofenadine 120mg) vitamins, minerals and creams, emollients, bath additives and mouthwash.

For safe and effective prescribing it may be necessary for patients to have a medication review or the practice may request a BP, BMI reading or for you to attend for a monitoring blood or urine tests. A member of our practice team will contact you as and when this is required.

For medications prescribed more than 6 months ago, a review with a clinical member of the team may be required to ensure the medication is still appropriate.

For more information about over the counter treatments please visit <https://www.nhs.uk/common-health-questions/medicines/why-cant-i-get-prescription-over-counter-medicine/>

PPG – Patient Participation Group

South View Partnership is pleased to have an active PPG committee who meet in person 4 times a year. The committee support the practice to improve our services and patient communication, aside from this our PPG also volunteer during our flu and covid clinics as well as hosting 'walk and talk' and 'coffee morning' and 'Gardening Club' events at the practice which everyone is welcome to attend!

We are keen to recruit as many patients as possible to become virtual members to ensure you are kept up to date with practice news – please complete a form to ensure you receive our communications.

<https://www.southviewpartnership.nhs.uk/ppg-sign-up-form/>

NEW PATIENT REGISTRATIONS

Registering as a new patient is easy via the QR code in the practice or via the practice website;

www.southviewsurgery@nhs.net . Patient can check they are within our practice catchment area via the online boundary checker or please ask a member of our team!



For further practice information and services please visit our website;

www.southviewpartnership.nhs.uk