



Take Stock

Your Newsletter from Stock Hill's

Patient Participation Group (PPG)

Issue 30 - February 2025

Your PPG wants to hear from you.

Communicate with your PPG by either completing a form and popping it in the box marked 'PPG' which can be found in Reception at the Surgery or email us at: ppgshs@gmail.com

**Stock Hill Medical Centre,
Stock Hill, Biggin Hill,
Kent TN16 3TJ**

**Open: 8.00am to 6.30pm
Monday to Friday**

Tel: 01959 580011

**For more information visit:
[www.
stockhillmedicalcentre.nhs.uk](http://www.stockhillmedicalcentre.nhs.uk)**

Patient Advisor Maxine's view on the launch of the new....

Total Triage System



"I believe that the AccuRx Triage system, which was implemented at Stock Hill Surgery in October 2024, has proven to be very effective. By incorporating a dedicated triaging GP, this system has successfully optimized the daily appointment allocation process at the surgery."

"The triage process has enabled the efficient and fair allocation of available appointments for patients by prioritising according to medical need/urgency and signposting to the most appropriate service/clinician. For example, the signposting of appropriate triage requests to the physio negates the need for a GP appointment which can then be used more effectively for another patient."

"It has also been an effective way of signposting patients to services of which they were previously unaware, for example the Pharmacy First Service, this again frees up valuable GP appointments for allocation to more urgent requests."

David says:
Excellent, it cuts out all the unnecessary requests

Liz says: *Easy to use, I got a telephone call from the surgery in five minutes, appointment with doctor 20 minutes later and back home within an hour. Very efficient.*

"Despite some initial trepidation from patients, more notably from our more elderly patients, once reassurance that triage forms can be completed by a member of surgery staff on their behalf, where appropriate, patients were happy with the new process. Patients seem to have quickly got to grips with submitting the forms via the NHS App and via the Stock Hill Medical Centre website and the general feedback is very positive, with patients commenting on how quickly they were contacted and how soon they were seen."

"The AccuRx system also copes well with effective communication between patient and surgery staff reducing the need for multiple telephone calls and leaving an information trail which is helpful for all staff members."

"Overall, I feel that the AccuRx Triage System has been great for both patients and staff."**Maxine, Patient Advisor, SHMC**

Laura says:
Very quick response time

Do you have a view regarding the new system? If so, please let your PPG know at ppgshs@gmail.com



Following on from our front-page article by our Patient Advisor, Maxine, Dr Hopkins would like to reflect on the first 3 months of the Total Triage service.

“At Stock Hill we have always aimed to offer a high standard of care to our patients and, over the last few years, felt we were not able to do this with the appointment system we had in place. So, after much discussion and deliberation, we decided last year to switch #

to our new Total Triage system. A lot of thought and planning was done in the months leading up to the changeover and the PPG were instrumental in designing patient information and advertising the news as far and wide as possible in advance.

We are now 3 months into Total Triage and have been extremely pleased with the positive response received from patients and staff alike. The phone queue has dramatically reduced, allowing patient calls to be answered in a more timely fashion and allowing more time for our patient advisors to deal with other tasks and queries. We are also now able to see patients we feel are most in need within 24 hours, mostly on the same day. Many queries can be dealt with without the need for an appointment, thereby saving the appointments for patients who really need to be seen face to face or spoken to on the phone.

All in all, we believe our new Total Triage system is:

- ★ Offering better care ★ Prioritising Patients by clinical need and
- ★ Ensuring we have capacity to see patients much quicker than before

Because we are now more responsive than we used to be, it becomes imperative that patients:

Please remember, after submitting an online request, to have your phone nearby and switched on as you may be contacted by the surgery soon after your submission.

Thank you in anticipation of your continued support as Total Triage develops.”



Happy “Wellness”
Birthday!

The Biggin Hill Wellbeing Café has just celebrated its first birthday, the first café having been held in November 2023. It aims to connect Biggin Hill residents to each other and to the local health service by sharing more about their activities. It is run by the Bromley Primary Care Network (PCN) with the support of Bromley Healthcare.

The café meets on the second Friday of each month at St Mark’s Church Hall from 10am to 12pm. **Mark these dates in your diary.** There are refreshments and games and an informal health talk, most months, usually followed by a Q and A session thereafter.

Participation in the group is growing with 40 to 55 people attending each month and

enjoying the experience of getting out of the house and having somewhere safe to go to, enjoy the company, and have informative sessions with presentations on health and community issues.

Previous sessions have involved healthcare professions explaining:

- The purpose of their service and how people can be referred
- What they can do in their day-to-day roles and what resources are available for local people
- Any goals/upcoming plans for the various services And more!

If you have not tried the café thus far you will receive a warm welcome, should you decide to join in.

The sausage rolls are superb!

Managing your NHS App Notifications

NHS App notifications give you the ability to act on messages quickly and help NHS staff update you about your care! They are a convenient and secure way to get appointment reminders and other messages that you might usually get a different way - for example, through text messages or letters.



How to manage your notification preferences

1. Log in to the NHS App.
2. Select the **Account** icon in the top corner.
3. Select **Settings**.
4. Select **Manage notifications**.
5. Follow the link to your device settings.

Turning your notifications on or off may take up to 24 hours to take effect. If you use the app on multiple devices, you'll need to allow notifications on each device. If you share your device with someone else and your device has notifications turned on, anyone who uses the NHS App on the device will also receive notifications.

For more information go to: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/messaging-in-the-nhs-app/>

Asthma



Understanding the new approach to treating adults



Effective asthma management means experiencing no symptoms, says Heidi Shing, our Clinical Pharmacist. Many individuals with asthma are unaware that their treatment can be enhanced.

Salbutamol inhalers are often overused for quick relief, but they do not treat asthma itself. They are commonly referred to as the blue or rescue inhaler, temporarily relaxing constricted airways to alleviate symptoms like wheezing and shortness of breath. Studies indicate that excessive use can lead to more asthma attacks and fatalities, with over 20 asthma-related deaths annually in SE London. Long-term overuse may cause changes in the airways and diminish lung

Capacity. New guidelines no longer recommend salbutamol as the primary treatment due to its short duration of effect; a combination inhaler with a steroid is now preferred.

If you use 3 or more salbutamol inhalers per year, it may indicate poor asthma control. Consider scheduling a review with a practice nurse or pharmacist at the surgery. Weekend appointments are available.



Scan the QR code to check your inhaler technique

Frequently asked questions

Q: How often should I be having an asthma review? A: At least once a year but it can be sooner if you have any concerns with your current treatment

Q: Would inhaling steroid regularly cause any harmful effects? A: Unlikely. Steroid inhaler is the only inhaler which can treat asthma, i.e. reduce inflammation of the airways

Q: Have I been asked to reduce the use of my inhaler for cost reasons?

A: No. Salbutamol inhaler (branded/generic) costs less than £5!

Q: What symptoms might I experience if I use salbutamol inhaler too much?

A: Trembling, headaches, palpitations, muscle cramps





New Health and Wellbeing Centre, Bromley South – Opening Autumn 2025 -

A new Health & Wellbeing Centre will be opening this coming Autumn at Bromley South in the newly acquired Civic Centre. It will accommodate the local GP Surgery, currently at Dysart Road, Bromley which urgently requires relocation due to it outgrowing its current building and there being limitation to extend it.

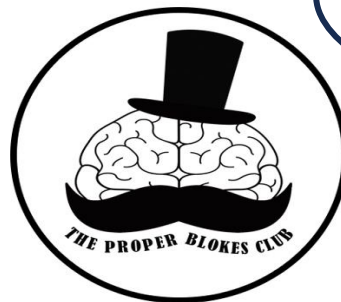
There will also be a suite of clinical and treatment rooms available to other partners of the One Bromley partnership to provide Health, Wellbeing and Social Services that are tailored to meet the needs of the Bromley Borough population. This approach follows the successful implementation of the same model at the Orpington Health & Wellbeing Centre where multiple NHS providers now use the building to provide local services.

Some of the services that could complement Bromley GP practices are ECG clinics, Ultrasound, Maternity, Hospital outpatients and Mental Health services and Blood Tests.

We will update you as more services are implemented at the centre that will be of value to patients within the Biggin Hill catchment area.

Patients may find the 320 bus service, which stops adjacent to the new Centre, as more convenient than the current bus service from BH to Orpington.

And who knows Biggin Hill may one day get its own Health and Well-being Centre!!!



Men: You're not alone in your struggles.

TEAM BROMLEY

Wednesdays 6.30pm

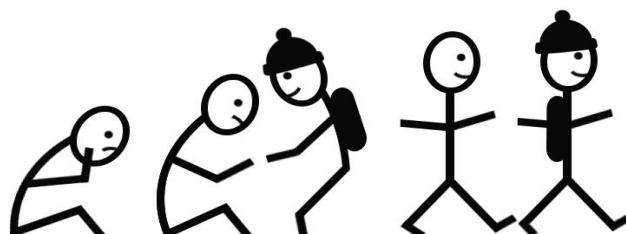
Meet outside Bromley FC

(The Stadium, Hayes Lane, Bromley, BR2 9EF)

Why not come down and join our peer to peer **walk and talk** groups.... It's **FREE!**

With every walk you are helping bring an end to the stigma of mens mental health.

Let's start chatting about what really matters



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