



Chislehurst Partnership Patient Participation Group (PPG) Newsletter (Winter 2025)

Easing winter pressures / keeping healthy

Plans have already been made for additional clinics in anticipation of increased demand for the GP services over the winter months with a Borough/Trust wide campaign allowing access to different surgeries at peak times. In addition, you can access the following to help keep healthy:

Flu Clinics

Free NHS flu vaccines are available at the surgeries if you fulfil certain criteria: aged 65 or over; have certain long term health conditions; are pregnant; live in a care home; are the main carer for an older or disabled person or receive a carer's allowance.

If you are eligible, you will be invited via text with a self-booking link. Those without a mobile phone will be sent a letter and/or telephoned. Pre-bookable appts are available on 4th, 5th and 18th October 2025. Housebound patients will be vaccinated by the district nursing team alongside the covid vaccine. The Practice will start calling these patients soon to confirm consent for vaccine.

Pharmacy First

A walk-in service. No need for triage or to book. Offers emergency supplies while waiting for a prescription or if on holiday; contraception services; a blood pressure service; strategies for self-management and/or medication for 7 conditions: uncomplicated UTI for women aged 16 -64 years, shingles for 18 years plus; impetigo or infected insect bites for 1-year olds plus; sinusitis for 12 years,, sore throat for 5 years upwards or earache for ages 1 -17 years.

Walking for Health

A friendly walking group for patients from the Chislehurst Partnership, every Monday. Meet at 10 am in the Annunciation churchyard next to the High Street surgery, whatever the weather. The group walks for an hour and, if you want, finishes with a coffee on the High Street.



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Physician Associates renamed- Physician Assistants

Denaya Peters (f) is the Chislehurst Partnership's Physician Assistant. Physician Assistants assist the doctors. They do not triage patients, or treat patients who have not yet been diagnosed, pregnant women and children under the age of 2 years.

All patient requests for an appointment are triaged by a **doctor**. A doctor oversees all the work of Physician Assistants. A doctor reviews and signs off any prescriptions they make and checks any test results before they are fed back to patients. Denaya, at the Partnership, provides follow-up care under a doctor's supervision only after an initial diagnosis has been made.

The Partnership's Care Navigators

Previously called receptionists, the Partnership's Care Navigators (CNs) are the first point of contact for patients but **do not have any say in how appointments are distributed**.

Their role is to:

- welcome patients to the surgery
- assist patients to check in at the desk or at the machine
- complete, or help patients complete, the triage templates in the reception area
- take in documents, samples, and prescription requests from patients at the desk
- man the phones
- telephone patients and book appointments after requests have been triaged by the doctors
- liaise with other clinical and non-clinical team members to answer patients' queries
- chase results if needed
- open and close the surgeries

Reminder

Bereavement Group Help Point

An excellent and supportive group meeting every Wednesday from 2 to 4pm in the Wesley Room Chislehurst Methodist Church, Prince Imperial Road, Chislehurst, BR7 5LX. All welcome.