

Patient Participation Group Newsletter

Issue 10

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Elm House Surgery
Tel.
020 8650 0173

Cator Medical
Centre
Tel.
020 8915 3100



Armed Forces veteran
friendly accredited
GP Practices

379 Croydon Road, Beckenham, Kent BR3 3FD

ELM HOUSE SURGERY

Email: selicb.administrationelmhouse@nhs.net

Website <https://elmhousesurgery.com/>

CATOR MEDICAL CENTRE

Email: SELicb.CatorReception@nhs.net

Website <https://catormedicalcentre.nhs.uk>

Update from Dr Haroon Yazdani, PPG Lead

I am delighted to have taken over from Dr Chris Holdridge as PPG lead. He did a fantastic job whilst he was in the role and I am grateful to him for providing a platform for me to develop this vital aspect of patient engagement.

We hope you like the fresh look of our newsletter where we will aim to provide topical news, practice updates, new staff profiles and more to give you an insight into what happens on practice level.

It has been a busy few months. The staff have been working tremendously hard running the flu and polio vaccine campaigns.

We continue to recruit staff in several departments across Elm House and Cator and within the PCN.

Geoff Cook has taken up a new role as our Patient Liaison Officer at both practices.

As a former NHS hospital chaplain, Geoff brings a range of skills which will be ideally suited to supporting patients and staff explore their holistic (physical, emotional, spiritual, philosophical, practical and financial healthcare) needs.

He will seek to improve existing practices to

ensure that the patient journey is pleasant, effective and as efficient as possible. He will also take up the role as Secretary to this group and so I would like to take this opportunity to thank Linda Whitehead for her dedication, commitment and care supporting and coordinating the work of the PPG over the last year.

We have refined some internal processes and work on projects to optimise workflow to alleviate some of the administrative pressures on our clinical staff.

The Enhanced Access arrangements are now in place across the PCN which will hopefully allow further flexibility of appointment booking availability. We have increased our IT capabilities to allow better functionality and infrastructure for remote working to ensure business continuity.

Looking ahead, we envisage a busy winter which will bring its own challenges. Nonetheless, we will continue with our efforts to provide you with a high-quality service which is accessible and personal. We are ever grateful for your ongoing support as we navigate through the coming months.

Message from the Chairman of the PPG

This newsletter is produced by the Patient Participation Group (PPG). The PPG meets quarterly and is currently looking for new members under the age of 30 to better represent our population.

We aim to provide feedback on services, act as an advocate for the practice, build relationships

with other PPGs and support the practice in helping patients.

If you are interested in joining please see reception for an application form or contact us using the email address on the front cover of this Newsletter.

Flu News

The latest flu uptake data for Bromley as of 31/10/2022 is now available and reveals that Bromley practices contributed to a total of 62,842 vaccines given so far across Bromley (37% of the eligible population).

Across Bromley the under 65's and at risk population is currently at 31% uptake, whilst the over 65's population uptake is currently at 61%.



This continues to represent a significant week-on-week increase.

We are seeing increasing levels of flu amongst children - please do continue to encourage people to have their flu jab, in particular the under 65's at risk,

pregnant patients and children. Please note the figures are a percentage of those who are eligible for flu jabs and not all patients.

Some practices in the area may have some data missing so may not be 100% accurate but the number of jabs administered is being updated regularly so will be more accurate in the next edition of the newsletter.

Health & Wellbeing—Integrated Care Network



Improving Support for Patients

Elm House Surgery and Cator Medical Centre are linked with an Integrated Care Network (ICN) within the Bromley area. It provides care for patients over the age of 18 with complex long term conditions involving health and social care needs.

The aim of the service is to provide the right care in the right place and at the right time to avoid unnecessary hospital admissions, emergency call-outs whilst also eradicating inequalities between different groups.

The ICN is designed so that patients have a holistic, comprehensive assessment by a community matron at home. The assessment of their needs are then discussed by a multidisciplinary team consisting of community matrons, their clinician (GP or Nurse), a consultant in elderly care, mental health workers and representatives from voluntary sector organisations.

A GP chairs these meetings (not the patient's GP) to create an action plan for the team to take forward to help coordinate the overall patient's care. The ICN team works with health and social care providers to coordinate and offer multi-disciplinary quality care to vulnerable adults in a way that improves health, reduces hospital admissions and emergency services call-outs and improves the management of long term conditions, whilst working with patients to improve their care and support.

Clinical News - SAD in Winter

Seasonal Affective Disorder (S.A.D.)

SAD is a type of depression that comes and goes in a seasonal pattern. It is sometimes known as "winter depression" because the symptoms are usually more apparent and more severe during the winter.

Some people with SAD may have symptoms during the summer and feel better during the winter.

Symptoms of SAD can include a persistent low mood, a loss of pleasure or interest in normal

everyday activities, irritability, feelings of despair, guilt and worthlessness, feeling lethargic (lacking in energy) and sleepy during the day,



sleeping for longer than normal and finding it hard to get up in the morning, craving carbohydrates

and gaining weight, difficulty concentrating, decreased sex drive.

For some people, symptoms can be severe and have a significant impact on their day-to-day activities and may find they need support through counselling which our patients can access by self-referring to Talk Together Bromley by calling 0300 003 3000 or by visiting :

talktogetherbromley.co.uk

For more information on diagnosis, symptoms and treatment of SAD, head to the NHS website at:

<https://www.nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad/overview/>

Did You Know.....?

Between September—October 2022, there were **350** missed GP appointments at Elm House Surgery and **296** at Cator Medical Centre because patients failed to attend without giving any notice.

Those **646** appointments could have been used by other patients who are more needy but had to wait their turn because of the high take-up of appointments.

A common reason for GPs running late is that some patients do not attend on time.



Introducing.... Chloe Smith, Pharmacy Technician

In this edition of the Newsletter our spotlight is on Chloe Smith, a newly appointed Pharmacy Technician recently welcomed on-board at the Practice and part of the multidisciplinary team at Beckenham PCN.

When asked about being the first person to be appointed in such a role, Chloe said, "I was previously working within community pharmacy which I enjoyed for many years and so it is really exciting to be part of this new initiative, working alongside the clinical

pharmacists utilising my technical skillset to complement the clinical work within General Practice. My role involves helping to achieve the implementation of national and local prescribing policies and supporting quality improvement measures.

I help to encourage medicine optimization by assisting in the monitoring of high-risk medicines as well as supporting initiatives to improve the quality and outcome of services.

As my role develops I hope to promote further integration of the pharmacy team and General Practice with the wider healthcare teams through developing relationships with other PCN's and professionals within both the health and social care systems.

I would also like to undertake a more patient facing role to support better access to healthcare.

What is a PPG?



Since April 2016, it has been a contractual requirement for all English GP practices to form a Patient Participation Group (PPG)

Role of PPGs

PPG members work with their practice to help ensure the best possible experience for its patients. The role of a PPG includes:

* Being a critical friend to the practice

- * Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- * Encouraging patients to take greater responsibility for their own and their family's health
- * Carrying out research into the views of those who use the practice
- * Organizing health promotion events
- * Regular communication with the patients registered with the GP practice.

Meet-Up Mondays

Don't be alone... come & join us for a friendly chat and make new acquaintances.

We are just a bunch of people ready to talk and have an hour of fun meeting new people.

**EVERYONE WELCOME
JUST POP-IN**

We meet every MONDAY at 10am, at these locations:

1st Monday of each month at Grounded, Hayes (8 Station Approach)

2nd Monday - Scott's Kitchen, West Wickham (62 High St)

3rd Monday – Em's Kitchen Beckenham High St (42A High Street, Beckenham)

4th Monday – Daisy Grey (96 Wickham Rd, near Chinese roundabout)

Follow signs to ROTARY CHATS in the Café.

Any Queries Contact:

Nolene: 0777 386 4704 or

Rod: 0787 5141 834



NHS Jargon Explained One of the major changes coming out of the NHS Long Term Plan workforce strategy is the emergence of new roles.

Patients who are only familiar with the typical doctor and nurse roles may find these confusing so in this issue we highlight some of the new professions you may soon meet:

Nursing Associate - A role designed to bridge the gap between a graduate nurse and a Health Care Assistant. Our N.A. at Elm House is Gemma Gregory, a very able and personable team member.

Advanced Nurse Practitioner – a highly qualified nurse with additional expertise and qualifications in prescribing, able to do much of the work of GPs but concentrating more on acute care rather than chronic disease management.

At Elm House, we are lucky to have Helen Andrews and Julian Luck and Claire Berry at Cator Medical Centre.

Clinical Pharmacist – a very experienced senior pharmacist with additional expertise in acute medical care and assessment, often used to handle medication queries, audits and quality improvement projects for

practices. We are lucky to have Anne-Marie Kitchen Wheeler as our C.P. at Elm House and Thomas Owusu-Lane at Cator Medical Centre.

Practice Dietician – responsible for nutrition & supplements. Our new dieticians are Georgina Goss and Hannah Gerard, both of whom have great experience in community dietetics.

Social Prescriber – a sort of practice social worker to help with benefits, community engagement and welfare issues. Our SP is Dionne Martindale who can be contacted via a referral by a clinician or our Patient Liaison Officer.