

Patient Participation Group Newsletter

Elm House Surgery

Telephone

020 8650 0173

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Cator Medical Centre

Telephone

020 8915 3100



Patient Participation Group

Elm House Surgery and Cator Medical Centre are pleased to announce an improvement to the way you can access and book appointments.

On Thursday 5th October 2023, we will be introducing **Anima**, a new triage system to enable you to get the help you need in the most efficient way possible.

We have listened to the feedback about the difficulty in accessing appointments. Anima will allow you to submit a request online or over the phone.

Our Clinical Triage Team will direct your request to the most appropriate outcome for your medical needs.

So, if an appointment is required, these will continue to be offered according to clinical urgency and need. Anima seamlessly and confidentially integrates with your medical record bringing improvements to how you access care and appointments and how our staff assess your condition.

Your request will be handled in exactly the same manner whether you complete the Anima request online yourself, or contact us via telephone, where our receptionists will ask the same questions to ensure equity of access

FROM 5 OCTOBER 2023, THE WAY YOU BOOK APPOINTMENTS IS CHANGING...

INTRODUCING...

anima

- Submit a request with a user-friendly interface
- All requests triaged by an experienced clinician
- Track your request on your Anima dashboard
- Full integration with your medical record
- Get an outcome within 24 hours



for all patients. We would encourage all patients who can do so to use Anima online, as this will prevent you needing to queue on the telephone and keep lines free for those who do not have online access.

Completing an Anima request yourself also provides you with more discretion should you prefer not to discuss your medical problem with one of our receptionists.

More information is available on the Anima website patients.animahealth.com/

You will be able to register now and submit your Anima request from Thursday 5th October 2023.

We would like to ask for your patience whilst we change to Anima as we are aware that introducing any new system may have some teething troubles. However, we are not anticipating any disruption.

We have listened to patient feedback and hope you find Anima easier to use. We are really excited about this change and the benefits it will bring to all our patients and staff.

What are the benefits to me as a patient?

As a patient you will benefit from:

- Being able to log on to see the status and outcomes of your current and past requests
- You will be asked questions based on your issues (asked without medical jargon)
- You can use the system in a number of languages
- Your medical records will be more complete for the future
- The practice responses will be clearer
- You will receive a text message and email to let you know when the practice has responded (no more missing emails in the junk box)
- You can provide all the information that the practice needs without waiting on the phone

What are the benefits to the practice?

As a practice, Elm House Surgery and Cator Medical Centre will:

- See your request in a clear structured format
- Be able to save all the information about your requests in a structured way into your medical records – this will help staff when looking at your records for this episode of care or in the future
- Receive requests that are clear to understand at first glance and so the team will be able to allocate correct people, thus making our turnaround more efficient
- Allow the team to focus on any urgent requests. Your requests will come into our system with a red, amber, green rating with clear

information about what responses have triggered the rating

- Provide clearer responses due to the way that Anima builds the response as we perform actions. These responses will be safer as well as it will be secured behind a log in.



JOIN YOUR PPG!

THE PPG NEEDS YOU!

All of our patients are welcome to apply to join our Patient Participation Group.

Come along to our quarterly meetings and contribute to our discussions about how your GP practice is doing, or talk about topics of particular interest to you. The practice really wants to engage with its patients, and the PPG is a great way to do that.

John Hilliger is Chair of our PPG – he and the PPG team have been a huge help to both practices and we would love to see you at our next PPG meeting!

Find out more by looking at the PPG section on the Elm House Surgery or Cator Medical Centre websites, or feel free to ask at Reception.

To support the Surgery and its patients the PPG always needs new members.

Join us as an **ACTIVE** member (attending meetings in person) or as a **VIRTUAL** member via email (if you can't attend meetings in person).

TO FIND OUT MORE PLEASE CONTACT

Geoff Cook, Patient Liaison Officer

Email: selicb.administration@elmhouse.nhs.net

For further information about the PPG check us out on the Elm House Surgery and Cator Medical Centre websites .

What's On & Local Support Services



Dementia Friendly Golf Focus Group

Weekly Sessions

Wednesdays - 2.15pm to 4.15pm

Bromley Golf Centre,

Magpie Hall Lane, BR2 8JF

Do you know someone living with dementia who would like to join our professional Golf Coach on the driving range?

Do you have an interest in golf and can no longer play out on the open course?

Each session includes golf with a pro on our driving range from 2.15pm, followed by refreshments at 3.15pm. Price is £9.80, including golf clubs and balls. Carers who are not taking part in the golf go free.

Please book your place at primetime@mytimeactive.co.uk
or call **07535 647 660**

www.mytimeactive.co.uk

mytimeactive

What's On & Local Support Services



Community Links Bromley have secured a grant from the Centre for Sustainable Energy to deliver a local Bromley based SGN Safe and Warm Scheme to community organisations offering support for people struggling with the current cost of living crisis and energy price cap increases.

Community Links have partnered with the South East London Community Energy cooperative (SELCE), St Edwards Mottingham and Transform Bromley Borough (TBB) who will deliver the support on the ground at various locations around the borough over the coming months.



Click here for location and dates:

[SGN Safe and Warm Scheme - Community Links Bromley](#)

Learning BSL *the fun way!*

deafPLUS
Supporting People

This group is free for people with hearing loss.

Every Thursday for 6 weeks

@ 10.30am – 11.30am
on Zoom

What will you learn?

Learn to communicate better using a mixture of fingerspelling, everyday signs and gestures in a friendly, informal group.

Maximum of 6-8 people for 1 hour, once a week for 6 weeks.

BSL for FUN!

Join us on Zoom every Thursday. Practise and socialise with other students and BSL users. All BSL levels are welcome.

2nd November	9th November
16th November	23rd November
30th November	7th December

For more info or to book please contact:

zoe.fudge-ajadi@deafplus.org

The deafPLUS logo, consisting of a colorful cross icon followed by the text "deafPLUS".

What's On & Local Support Services



What is the Bromley Local Offer?

A source of information and advice on local services and support available for families including children and young people aged 0 - 25 years with special educational needs or disabilities.

Find out more and visit www.bromley.gov.uk/localoffer or email localoffer@bromley.gov.uk

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What's On & Local Support Services



Contact details, plus a link to click on below

Tel: 020 8467 9693

Email: enquires@westmeriacounselling.co.uk

Web: www.westmeriacounselling.co.uk

Westmeria Counselling Service (WCS) aims to help you manage your life. It can offer specific help with anxiety, depression, low self-esteem, phobias, etc.

WCS has been established throughout the borough of Bromley, and beyond, since 2003. As a charity, one of WCS's missions is to make their service available to as many people as possible.

Although charges apply, no one is excluded on the grounds of cost. Donations are set at what people can afford.

The Sleep Charity, incorporating The Sleep Council, provide advice and support to empower the nation to sleep better. We campaign to improve sleep support and access to high quality information, raise awareness of the value of a good night's sleep and promote understanding around the complexities of sleep.

We want everyone to share our vision that sleep is a vital component of health and wellbeing and that everyone living with sleep issues should have access to effective, consistent, evidence-based support.

Contact: www.thesleepcharity.org.uk



Do any of the following apply to you (or someone you know)?

- I provide care for someone and could do with a break
- I'm struggling with bills
- I could do with a bit of help around the home
- I'd like the peace of mind of having someone overnight in my home
- I'm feeling isolated / lonely



If so, and you have a spare room, Two Generations Homeshare may be able to help support people to live in their own homes.

Two Generations carefully vet a suitable homesharer to move into your spare room and provide support and overnight presence.

Homesharers help with day to day tasks like cooking and shopping. Many become good friends and spend time together - you can hear from some existing sharers on the BBC / ITV by clicking this link.

Homesharers can often be of vital support alongside any (separate) personal care support.

There's a monthly fee to cover the vetting cost and ongoing support, but it's far cheaper than a carer, and a bursary scheme is available.

Please call 03333 44 77 38 or email contact@twogenerations.co.uk for more information

What's On & Local Support Services

WhatsApp Groups for Carers



You must be registered with Bromley Well before we can add you to any of the groups. You can self-refer to Bromley Well by contacting freephone number 0808 278 7898 or e-mail spa@bromleywell.org.uk.

All Carers (Carers Together)

If you would like to join the largest group we have (so far), please e-mail us at carers@bromleywell.org.uk

Autism Carers

If you would like to join a group for those caring for someone with Autism, e-mail us at carers@bromleywell.org.uk

Dementia Carers

If you would like to join a group for those caring for someone with Dementia, please e-mail us at carers@bromleywell.org.uk

Stroke Carers

If you would like to join a group for those caring for someone who has had a stroke, please e-mail us at carers@bromleywell.org.uk

Parent Carers of Children

If you would like to join a group for parents caring for a child/ children with additional needs, please e-mail carers@bromleywell.org.uk

Former Carers

If you are no longer caring and would like to connect with other former carers, please e-mail carers@bromleywell.org.uk

Child Bereavement UK

Free online session

Bereavement support for unpaid carers, parents and family

To provide parents, carers and family members with information to help them support children and young people when someone important to them has died.

The session is available online on various dates throughout the year:

25th September 5.30pm - 6.30pm
23rd October 5.30pm - 6.30pm
27th November 12.30pm - 1.30pm

For more information please click [here](#)



Call our Helpline

0800 02 888 40

What's On & Local Support Services

MINDFULNESS DAY RETREAT • SUN 8TH OCT 2023

Hayes Village Hall, Hayes St, Hayes, Bromley BR2 7LE

Join us in supporting



westmeria
counselling service

DAY RETREAT OF MINDFUL WORKSHOPS

£60 PER PERSON
13:45 - 18:00



LIMITED TICKETS AVAILABLE

Westmeria Counselling Service Event

<https://westmeriacounsellingservices.enthuse.com/page859db#!/>

London Cancer Carers' Forum

A forum for those caring for someone with cancer; former cancer care givers also welcome.

Runs every last Wednesday of the Month.

Come along and connect with those caring for someone going through cancer.

Book by emailing Matthew McKenzie: mmckenz11@hotmail.com or via
<https://caringmindblog.com/mental-health-events/>

Facilitator: Matthew McKenzie

What's On & Local Support Services

Bromley Well

PEER SUPPORT GROUPS FOR CARERS

Upcoming dates for Peer Support Groups, face to face, via Bromley Well.

Dates of Next Groups

Wed. 4th October
10.30am - 12.30pm

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Weds 18th October
2pm -4pm

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Weds 1st November
10.30am - 12.30pm

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Weds 15th November
2pm - 4pm

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Weds 29th November
10.30am - 12.30pm



Peer Support Groups are for unpaid carers who are registered with Bromley Well.

Please join us and other carers to discuss how things have been for you, exchange ideas and socialise with like-minded people.

If you can't stay for the whole duration, that's fine. But please note that booking is essential, whether attending in person or on-line.



To book please click [here](#)

or

email carers@bromleywell.org.uk

or

call 020 8315 1925

We look forward to seeing you!

This edition was created by Geoff Cook and edited by Dr Haroon Yazdani for and on behalf of the

Elm House Surgery & Cator Medical Centre PPG.

What's On & Local Support Services information was provided by Bromley Well ©