

# STATION ROAD SURGERY NEWS

Winter 2021

BROUGHT TO YOU BY STATION ROAD SURGERY  
PATIENTS PARTICIPATION GROUP

EDITION 3

## STILL OPEN FOR BUSINESS

Due to the impact of Covid 19, there have inevitably been some changes to the modus operandi of the surgery. For the sake of clarity, if you are not aware of the recent changes, or of which services are continuing unchanged, we have outlined the main points below. Further details can be found on the Station Road Surgery (SRS) website.

### Making a Doctor's Appointment

If you are online, **eConsult** is the ideal way to seek medical advice. A doctor will reply to you by the end of the next working day.

If you are registered with **Patient Access**, you can book appointments using this.

You can **phone** the surgery. A new telephone system was installed before Christmas. It is better able to cope with the increased volume of calls that the surgery is receiving.

**Initially all doctor's appointments are now by telephone, but rest assured that, following this, if need be, you will see a doctor face to face.**

Welcome to the latest edition on the SRS newsletter. It won't surprise you to learn that a lot has happened since our last one was published!

Since the start of the pandemic, the surgery has been faced with many challenges. In line with NHS guidelines, they have had to amend their working practice to protect the health of patients and staff. Additionally, they have, at times, been short staffed. Despite this, they have continued to provide a wide range of services to support the 12,000 patients who are registered with them. If you have a medical concern, please do not hesitate to seek advice – they are very much open for business! The PPG would like to thank all the staff for continuing to deliver their services in these difficult times. Finally, we hope that we can all look forward to a more normal life later in the year.

Howard Borley  
Chair, SRS PPG

### Other Services

Routine health check-ups (e.g. for asthma, diabetes etc.) continue to take place, although some are now by phone. Smear tests and vaccinations are going ahead as normal at the surgery. **Please look after your health by arranging and attending any of these routine appointments that are offered to you.**

### Prescriptions

You can request repeat prescriptions in a variety of ways.

- Email your request to [broccg.stationroadprescriptions@nhs.net](mailto:broccg.stationroadprescriptions@nhs.net)
- Download the NHS App and create an account.
- If registered, use Patient Access – select 'Request Medication'.

There is still a box to drop prescription requests in outside the surgery, but you are asked to use this only if it is absolutely necessary.

**Please allow at least 3 working days for your prescription to be got ready.**

### Test Results

These are still available in the usual ways. Additionally, they are now also available online, through Patient Access. To view your results in this way you will need to complete a consent form. Please speak to the surgery for details.

### Visiting the surgery

Anyone calling at the surgery in person should now go inside the porch (one person at a time please) and ring the buzzer to talk to a receptionist. They will advise you on how to proceed.

If you are invited to enter the building, your temperature will be taken and of course you must wear a face mask covering your nose and mouth. Hand sanitiser is available and should also be used.

The staff have recently been sent test kits that enable them to test themselves for Covid 19 twice a week. As well as the precautions that they already take, this further reduces the risk of staff transmitting the virus to patients.

Notwithstanding the continuing challenging times for the surgery, the staff would like to assure you that they are most definitely still open for business, including for all standard procedures.

# NEW: HayesWick Primary Care Network (HPCN)

In our last edition we reported on how our surgery was part of a new network of five local practices. This is not a merger of the five practices, but about them working together towards common goals. **Dr Jonathan Anthony Pillai**, from our SRS, has been selected as the **Clinical Director** of the network for the second year running.

Through the network, **extended hours GP appointments** are available throughout **Saturdays**. At present these are telephone appointments. They can be booked by calling Station Road Surgery from Monday to Friday.

Within the network new positions are being created to work within the practices. All the new staff are in addition to the existing staff.

We have a new **Social Prescriber, Erica** who works at the surgery for one and a half days a week. Please refer to the jigsaw puzzle chart below to find out what she does and how to book an appointment with her.

A **Clinical Pharmacist, Faraz Syed**, has also been appointed, along with **Imran Ahmad** a **Junior Pharmacist**. **Faraz**, will help with prescriptions and carry out medicine reviews.

For the future, across all Primary Care Networks in England, new service specifications are being introduced, including medication reviews and early cancer diagnosis. We shall provide a further update when more information is known about our network.



*have money worries*

*have lost a loved one*

*are having problems finding work*

*are unhappy with where you live*

*are making healthy lifestyle changes*

*are feeling lonely*

*are living with a long term health condition*

**We can help if you...**

Your social prescribing link worker can talk to you about a problem you have or a change you would like to make. Your link worker will not only give advice and encouragement, they will also connect you with suitable local services to support you.

Simply ask a receptionist, GP, or healthcare professional at your practice to book you in with your link worker.

Company registered in England & Wales, Company No. 9409861 (Bromley GP Alliance Ltd)

**Your doctor is not the only one who can help you feel better...**

**Would you benefit from seeing Erica, our new Social Prescribing Link Worker?**

## Your PPG

You may have met some of the PPG members if you had a flu jab before Christmas as every year we volunteer to direct patients.

In addition, over some of the hottest days of the summer, the Chair and Vice Chair revamped the waiting room, painting the woodwork, walls and ceiling. We hope you'll agree that it is now a fresher and brighter place to wait if you attend the surgery.



# Vaccinations - the bigger picture

Vaccines are big news at the moment. Many of us have had, or are eagerly awaiting, a vaccination that will protect against Covid 19. To date **SRS has given over 3500 1<sup>st</sup> Covid vaccinations**. However, there are numerous other vaccines that protect you and your children from serious, and sometimes deadly, diseases. It is more important than ever this year to ensure that all vaccines are up to date. By doing so you protect:

- Your own and your family's health
- The health of the community at large
- The NHS

A full list of NHS vaccinations and when to have them can be found at:

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>



It is best to have vaccines on time, but you can still catch up on most vaccines if you have missed them. Contact the surgery to get protected.

**Routine vaccines are continuing as normal at the surgery.**

**It is important to go to your appointments unless you, your child, or someone you live with has symptoms of coronavirus.**

If you are at, or are starting, college or university this year, you should make sure you have had:

- the **MenACWY vaccine** – which protects against serious infections like meningitis. You can still ask your GP for this vaccine until your 25th birthday.
- 2 doses of the **MMR vaccine** – as there are often outbreaks of mumps and measles at universities. If you have not previously had 2 doses of MMR, you can still ask your GP for the vaccine.

The uptake on the annual flu vaccine has risen this year. SRS has administered more than 3,600 jabs! However, if you still have not had yours it is not too late!

Flu vaccines are available free of charge to children aged 2-3, children from Reception age to Year 7, adults 50 + and younger adults with health conditions that make them more vulnerable (including pregnant women).

**SEPSIS** (also known as septicaemia or blood poisoning) is life threatening. It happens when your body overreacts to an infection and starts to damage its own organs and tissue. If not treated early, it can lead to organ failure. **Trust your instincts - if you think you, or someone you know, may have sepsis phone 999 or go to A & E immediately.**

### Phone 999 immediately if you or someone you care for has:

- blue, pale, blotchy skin, lips or tongue;
- a rash that doesn't fade when you roll a glass over it (the same as a meningitis rash);
- difficulty breathing or is breathing very fast;
- slurred speech, is acting confused or is not making sense.

### In addition, babies and younger children may:

- have a weak, high pitched cry that is not like their normal cry;
- not respond as they normally do and show little or no interest in feeding, playing etc.
- be sleepier than usual.

**NOT ALL SYMPTOMS MAY BE PRESENT**

Symptoms of sepsis can be vague. They can be similar to cold and flu symptoms:

### Phone 111 for advice if you or someone you care for:

- feels very unwell;
- has not passed urine all day (12hrs in children and babies);
- keeps vomiting;
- has a very high temperature;
- has swelling, redness or pain around a cut or wound.

### WHO IS MOST LIKELY TO GET SEPSIS?

Anyone with an infection can develop sepsis but the following groups are particularly vulnerable:

- babies under 1 and adults over 75
- people who have recently been seriously ill or have had surgery
- those with a weakened immune system (e.g. people receiving chemotherapy)
- people with diabetes
- women who have just given birth or who have recently had a miscarriage or termination

### TIPS TO AVOIDING INFECTIONS THAT COULD LEAD TO SEPSIS:

- Keep up to date with vaccines.
- Clean and care for wounds.
- Always complete the full course of any antibiotics you are prescribed – even if you feel better.
- Wash your hands regularly and teach your children how to wash their hands properly.

# Experts in eyes and ears

Specsavers in  
West Wickham

Specsavers®

Book an eye test at [specsavers.co.uk](https://www.specsavers.co.uk)

West Wickham 15 High Street Tel 020 8916 8280

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