

Elm House Surgery

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Issue 3

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GPs

Dr Prema Reddy
Dr Andreas Linsenmaier
Dr Haroon Yazdani
Dr Thuwa Logeswaran
Dr Thu Tran
Dr Emma Middleton
Dr Brinta Rabindra
Dr Katie Berry
Dr Millie Dutt
Dr Joanna Mulvihill
Dr Zia Bukhoree

Nurse Practitioner

Helen Andrews

Diabetic Nurse Specialist

Ruth Allinson

Practice Pharmacist

Anne-Marie Kitchen-
Wheeler

Nurses

Michelle Fox – Lead Nurse
Andrew Crawford-Jones
Ruth Wake
Sally Binge
Laura Harwood

HCA's

Steven Nicholson, Sarah
Anderson & Caroline
Davison

Management

Natalie Phillips- Managing
Partner/Practice Manager

Flu vaccinations

Flu is an illness that can cause fever, aching muscles and joints, fatigue, cough, sore throat, headache, loss of appetite, vomiting, diarrhoea and tummy pain.

Most cases of flu get better with time and can be dealt with by resting, drinking plenty of water and taking paracetamol or ibuprofen to lower your temperature and help with aches and pains. In certain high-risk patients flu can cause more significant symptoms. The flu vaccination reduces the risk of catching flu and also prevents its spread.

If you are over 65, are pregnant, have certain medical conditions [list of conditions available on the [NHS website](#)], or are the main carer for an elderly or disabled person who themselves are in a high risk group, you are eligible for a flu vaccine free on the NHS. **Please book an appointment if you would like to take up the option of a flu vaccine.**

Online services

Are you aware that you can request prescriptions and access your test results online?

Patients are usually given this option when completing their forms to register with the surgery. If you are a pre-existing patient and don't have access, please enquire with our receptionists for a form. You will require an up to date email address and phone number. After submitting the form, a link will be sent to your email to set up online access. After this, you can request repeat prescriptions remotely. To access results online you will have to make contact with our administrative team to set this up. Online access is available 24/7.



Opening Hours

Mon 08:00-18:30
Tues 08:00-18:30
Wed 08:00-18:30
Thur 08:00-18:30
Fri 08:00-18:30

Extended Hours (For pre-bookable appointments only)

Tues 18:30-19:30
Wed 18:30-19:30
Thurs 18:30-19:30
Sat 08:00-10:00

Prescriptions

- Please note only written repeat prescription requests are accepted.
- A stamped, self-addressed envelope can be left to enable a prescription to be returned by post
- Please allow at least 48 hours (excluding weekends and bank holidays) before collecting prescriptions
- You can register to request repeat prescriptions online via the website.

PPG

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

We:

- Provide feedback on services
- Act as an advocate for the practice
- Build relationships with other PPGs
- Support the practice in helping patients

If you are interested in joining please see reception for an application form.

Newsletter

We want your input! The newsletter is a new idea and we want it to be as successful as possible. Any **comments and suggestions** should be sent to the email address at the head of the newsletter

Healthy Ageing Event

The practice held an over 65s drop in event on the 25th September staffed by our nursing team, with representatives from [Bromley Well](#) and [Age UK](#) who offered additional support and guidance. Thank you to all patients that attended, we hope you found the event beneficial and we would welcome any feedback you have to offer as we hope to establish this as an annual event.

Primary Care Networks

You will remember in our last newsletter we discussed the concept of [primary care networks](#). This initiative will introduce changes by providing enhanced services with additional input from allied healthcare professionals, however we would like to reassure you that this will not detract from the usual services that the practice offers.

Patient Satisfaction Survey

Thank you to the 200 patients who generously took the time to complete a Patient Satisfaction Survey form. The [survey](#) indicated that most patients ticked the box for telephone as the preferred method of contacting the surgery however when it came to the reality of how easy it was to make contact with the surgery via phone most patients ticked the box "acceptable" compared to "very easy". We hope that by encouraging the use of [e-consults](#) [where patients can make contact with doctors via a web form] we will help to relieve the pressure and length of time to get through to the practice.



Staff changes

We are pleased to announce that Dr Joanna Mulvihill will be joining the Elm House team from 1st October. Dr Mille Dutt is now on maternity leave and will be covered by Dr Jiten Kalyan.

Book Online

Appointments can be booked online through the Patient Access facility, accessible from our website. Please note however that not all our appointments are visible online. This is so that those patients who are not internet users will not be disadvantaged. The biggest range of appointments is still available by telephone or face-to-face at our reception desk.

Urgent Problems

For problems that need to be seen right away, we have daily urgent slots bookable from 0800. If you are unable to get an appointment with one of our GPs, the receptionists also have access to [GP Alliance](#) appointments, where you will be seen by a Bromley GP with full access to your medical record and who can provide all the services of your own GP at one of 3 local centres.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!