

Elm House Surgery

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Issue 2

July 2019

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

Nurse Practitioner

Helen Andrews

Diabetic Nurse

Specialist

Ruth Allinson

Practice Pharmacist

Anne-Marie Kitchen-
Wheeler

Nurses

Michele Fox – Lead Nurse
Andrew Crawford-Jones
Alison Mason
Ruth Wake
Sally Binge

Health Care

Assistants

Stephen Nicholson
Sarah Anderson
Caroline Davison

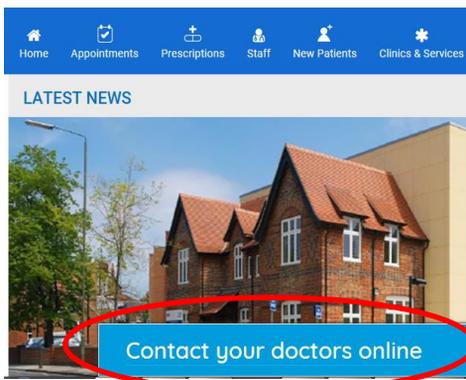
Management

Natalie Phillips
Practice Manager

eConsult is here!

Elm House Surgery

Telephone: 020 8650 0173 Out of hours: 020 8650 0173
Address: Beckenham Beacon, 379 Croydon Road, Beckenham, Kent, BR3 3FD



You can now get medical advice and communicate with both our doctors and our administrative staff through the eConsult feature on our website. You will receive a reply within 48 hours from a member of our team. This may mean your problem can be dealt with without a GP appointment. Please go online at the above website address to use eConsult.

Primary Care Networks

Our practice will be forming part of a primary care network by collaboratively working alongside other GP surgeries in the local area to form a more integrated health service, delivering care at a greater scale by pooling/coordinating staff and resources. Primary care networks will have additional support from clinical pharmacists and social prescribing officers, and in the future should have additional support from physiotherapists and community paramedics. Moving forward, the service offered by our surgery will not change with respect to appointments but will benefit from enhanced input from other community-based healthcare practitioners.

Opening Hours

Mon 08:00-18:30
Tue 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)

Tue 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

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

CANCEL IT!

Parkrun

The Royal College of GPs and "Parkrun UK" are collaborating to promote the health and wellbeing of both general practice staff and patients. Parkrun UK is a collection of free 5-kilometre running events that take place every Saturday morning in areas of open space. People of all capabilities are welcome to participate, whether it is walking, jogging, or running the course. It is also possible to attend as a volunteer or spectator.

Park Run counts as part of your recommended weekly exercise and is also be an opportunity to build up and foster a community spirit amongst participants.

Our surgery participated in the Parkrun at Beckenham Place Park on 20th July. Patients and staff joined in. To register for future events please visit the official Parkrun website: www.parkrun.org.uk.



Older persons' drop in event

We will be holding an event specifically catered to promoting the health of our older patients on 25th September between 1-3pm. This event will offer a flu-vaccination drop in clinic and there will be representatives from Age UK, Bromley Dementia Hub and Bromley Well for patients to speak to.

Arrivals/departures of staff

We are pleased to announce that Dr Zia Buckhoree will be permanently joining our team from August '19. Some patients may already be familiar with Dr Buckhoree during his time working as a long-term locum at the practice between 2018-2019.

The practice is sad to announce the departure of GP partner Dr Helen McCalvey who has been a highly valued member of the team and played an instrumental role in training future GPs (GP registrars) at the practice. We wish her all the best of luck in her future endeavours.

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.