

Elm House Surgery

www.elmhousesurgery.com

E: broccg.administrationelmhouse@nhs.net

Tel: 0208 650 0173

Issue 5

May 2020

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 Zia Buckhoree
Dr Jiten Kalyan
Dr Dana Ali

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

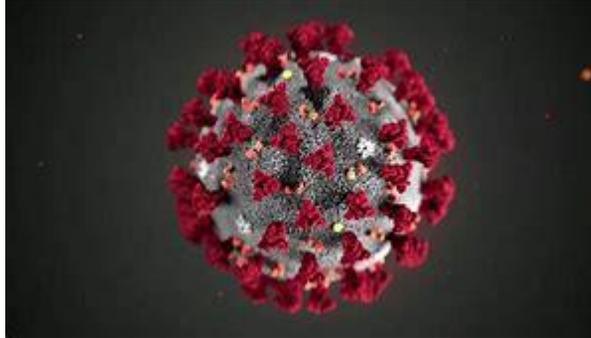
Healthcare Assistants

Steven Nicholson
Sarah Anderson

Management

Natalie Phillips

We are open!



The Covid-19 pandemic has led to significant changes in the way our practice now operates. One of the biggest differences is the shift from face to face consulting to **telephone appointments** and **eConsults**. We also appreciate there may be some confusion as to what patients can and can't access. Here is a crib list:

What the surgery can offer:

- Telephone consultations
- eConsults
- Blood tests for serious symptoms or high risk medicine monitoring
- X-rays and ultrasounds for serious symptoms
- Referrals to hospital specialists for suspected cancer or urgent non-cancer presentations
- Childhood immunisations
- Face-to-face post-natal mum and baby checks

What the surgery cannot currently offer:

- Minor surgery
- Requests for blood tests or scans for non-serious, non-urgent medical presentations
- NHS health checks
- Travel immunisations

Please continue to make contact with the surgery for serious symptoms!

Twitter @elm_house for all the latest news

Important Prescription Information

Due to Covid-19 we ask that you try not to visit the practice or telephone for repeat medicines. Instead:

1

If you do not already have one, email broccg.administrationelmhouse@nhs.net to nominate a local pharmacy who can then order your medicines for you

2

Register for **Patient Access** from the Elm House homepage. This allows online prescription requests

3

If you have a stable repeat medicine with annual reviews, use the admin email above to request **batch prescriptions** which can be collected at regular intervals all year from your pharmacy without the need to order at all!

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

Sources of support



We know that the Covid-19 pandemic has caused huge anxiety. Fortunately, there are a number of organisations that can offer vulnerable patients assistance with food and medication deliveries, or offer comfort to those suffering with loneliness and isolation.

NHS Volunteer Responders

0808 196 3646 (8 am to 8pm)

<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>

London Borough of Bromley

Help and practical assistance from Bromley borough council. Examples include help with dog walking, collecting parcels and posting letters

<https://www.bromley.gov.uk/requestforassistanceform>

Beckenham Primary Care Network Social prescriber

Our PCN Social Prescriber Dionne Hayter is working during the pandemic linking vulnerable people with support organisations. Reception staff or your GP can make a referral.

A great big thank you!

We have been touched throughout the crisis by the great generosity of our local community including **St Dunstan's College** and **Mr Rapha Santos** for constructing protective visors, **Beckenham Scrubbers**, who have sewed scrubs for our clinical team, and **Domino's Pizza** who have supplied regular deliveries of free pizzas [and all important garlic dip!] to help fuel our staff. This is not to mention the many individuals who have gotten in touch unprompted to offer masks, hand sanitiser, and even cakes and treats to help morale. Thank you to you all.



Covid-19 appointment types

If you have not already done so and are online, we suggest you try our [eConsult](#) facility, from the website homepage. Often a doctor can deal with your problem directly, or will call you if they need further clarification.

Telephone appointments can be booked by calling our reception desk. Please do not visit the practice to book. If needed, these appointments are sometimes converted to video calls

If you are requesting a **home visit** or feel you need to be seen **face to face**, please bear in mind that our policy, in line with advice from NHS England, is that these should be conducted only after all remote means of solving the problem have been considered.

A clinician will consider the need for a face to face or home visit appointment after calling you to discuss.

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

CANCEL IT!