

Elm House Surgery

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GPs

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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 Kathryn Matu
Dr Joanna Mulvihill

Nurse Practitioner

Helen Andrews

Diabetic Specialist

Ruth Allinson

Practice Pharmacist

Anne-Marie Kitchen-
Wheeler

Nurses

Michele Fox – **Lead Nurse**
Victoria Gosling
Ruth Wake
Sally Binge
Janet Weaver
Zoe Leroy
Elizabeth Eastham

HCA's

Steven Nicholson
Ella Burwell
Yvonn Mady

Management

Natalie Phillips

Jabs a lot!



We would like to thank all our patients, and all our colleagues and partners in local healthcare for what has been an incredibly successful vaccination programme so far. With the help of all of you, the South East London healthcare teams have achieved:

- 1,240,000 vaccinations administered in south east London
- 826,406 people having had at least one dose of COVID-19 vaccine
- 393,000 people now fully vaccinated with both doses
- The delivery of over 60 “pop-ups” getting vaccines to our most vulnerable and hesitant patients

If you are eligible, please come in when invited, call 119 or visit: www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination

Face to face consulting

Under new guidance from NHS England, we are now accepting direct patient booking for face to face GP consultations. Contrary to reports in some parts of the media, we have seen patients face to face from almost the start of the pandemic and this is now being done without prior telephone discussion. If you wish to be seen face to face, let the receptionist know. If your problem can be dealt with by telephone, we are happy to work that way too.

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

New roles mean better care



One of the major changes coming out of the NHS Long Term Plan workforce strategy is the emergence of new roles. Patients who are only familiar with the typical doctor and nurse roles may find these confusing so in this issue we highlight some of the new professions you may soon meet: **Nursing Associate** – A role designed to bridge the gap between a graduate nurse and a Health Care Assistant. Our NA at Elm House is Gemma Gregory, a very able and personable team member

Advanced Nurse Practitioner – a highly qualified nurse with additional expertise and qualifications in prescribing, able to do much of the work of GPs but perhaps concentrating more on acute care rather than chronic disease management. At Elm House, we are lucky to have Claire Berry, a former A&E matron as our ANP

Clinical Pharmacist – a very experienced senior pharmacist with additional expertise in acute medical care and assessment, often used to handle medication queries, audits and quality improvement projects for practices. We are lucky to have Anne-Marie Kitchen Wheeler, Jasvir Mann and Victoria Williams as our CPs at Elm House

Practice dietician – responsible for nutrition & supplements. Our new dieticians are Georgina Goss and Hannah Gerard, both of whom have great experience in community dietetics.

Social prescriber – a sort of practice social worker to help with benefits, community engagement and welfare issues. Our social prescriber is Dionne Hayter

Social distancing

Though we are accepting patient bookings for face to face consultations directly now, we are still trying to comply with ongoing advice on infection control and social distancing. Please use the hand gel when you enter the building, kindly wear a face mask or a visor, and stay 1m away from other people as much as you can. This will allow us to continue to open up our services safely as the next stage of the pandemic recovery continues. Stay safe!

Appointment types

Since the pandemic new means of consulting have emerged. It is important to choose the right type.

eConsults can be filled in from the NHS App or from our website homepage. This is suitable for admin queries and simple clinical queries where the history is quite straightforward and you are happy with an electronic reply.

Telephone appointments can be booked by calling our reception desk, through the NHS App or via Patient Access. If needed, these appointments are sometimes converted to video calls

If you are requesting a **face to face** appointment, please talk to the receptionist. At this stage we can now offer this without prior phone discussion. However, we will need to discuss first if you have any symptoms that may indicate Covid-19 infection.

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

CANCEL IT!