Wickham Park Surgery News

A news-letter from the Patients Participation Group.

Issue No2 April 2019

**GP Bio**

Dr Ruth Tinson -MB BS, JCTGP cert, MFAEM, FRCEM, DFMS

Trained at St Bartholomew’s Hospital Medical School and qualified in 1997. Completed GP training in Bristol and has worked in many practices in Bromley as well as in ‘Out-of-Hours’ and Urgent Care Centres. She is a member of the Local Medical Committee. Additionally, she completed Emergency Medicine training in London, and works part time in the surgery and part time in the London Ambulance Service.

**Reception Staff**

There have been some changes to the reception staffing. Amanda Hobby is Reception Manager, she is the overall main contact for reception staff and deals with training, day to day running of reception, staff rota and other admin duties.

Our receptionists are:

Carolyn, Gillian, Zoe, Kalli and Kirsty, the receptionists also do office admin in allocated time away from the desk.

**Wheelchair Access:**

The ramp and wheelchair access is now ready for use, and is reached via the little service road to the right of the surgery front door, at the end of the building there is a wooden fence and a small parking area and the ramp is accessed by a gate. The ramp will then take you to Dr Mustapha’s consulting room, you will need to notify the receptionist that you will require access via the wheelchair ramp when booking your appointment. When you arrive for your appointment there will be a doorbell at the side of the front door, this will notify staff and they will come to the door to take your details and check you in. A member of staff will then come to open the gate as this is always locked for security reasons. Unfortunately this area is not under cover.

**Unwanted mobility equipment:**

A pre newsletter noticeboard article about disposal of unwanted mobility equipment can now have an update, For Croydon Area Hospital equipment The Aztec Centre 28 Boulogne Rd Croydon (off Whitehorse Rd) CR0 2QT, 020 8664 8860 , items can be taken there or larger things can collected, but by prior arrangement. For Bromley Area it is of course a different system their equipment is dealt with by a company called Medequip Direct, 020 8319 5680 they will collect, there is now an additional service.

A charity run organisation called PhysioNet, and will collect from all over the UK, they clean, service and send the equipment to countries abroad where such things are hard to come by, their web site says that as a charity and to keep costs of van hire down the minimum number of items is 20, but contact ian.stockley@talktalk.net.

**Physio Self-Referral:**

Physio Direct, this was originally a Physiotherapy Self-Referral pilot scheme, but has now gone to all Bromley areas, patients can be seen at Beckenham Beacon, BMI Sloane hospital in Beckenham (this a private hospital), Bickley, Biggin Hill, Bromley, Crystal Palace, Orpington and Mottingham. They will treat Muscle Pain, Joint pain, Sports injuries and general aches and pains. They can be contacted on 01689 88 77 10 or www.cppg.co.uk.

**Surgery Appointments for the last quarter (1st January-1st April)**

DNA’d Appointments for the last quarter:

**122 GP DNA’s**

**52 Nurse DNA’s**

Appointments booked online: 289

Via Reception: 4’612

**Correct Mobile Phone Numbers:**

Holding mobile numbers for our patients is a good way for us to keep in touch and offer any services, health checks etc this also helps with sending appointment reminders. Please add your mobile number to your record by speaking to our receptionists. If we already hold your mobile number please check with a receptionist to make sure we have your correct number.

**Message from PPG Chairman Alan Holbrow**

I attended a Patient Conference in Bromley on the 29 January organised by the CCG for PPG and PAG members, there were presentations about the future of Bromley healthcare led by:

Dr Angela Bhan, Managing Director CCG, and including

Mark Cheung: Deputy MD and Program Director of Integrated care Systems.

Paulette Coogan: Director of Organisational Development and HR.

Jessica Arnold: Associate Director of Primary Care.

Dr Agnes Marossy: Consultant in Public Health.

Rachel Perry: Head of Integration.

Kelly Scanlon: Head of Communications and Engagement.

Mat Bourne: Deputy Head of Planned Care.

Alex Humphrey: Senior Commissioning Manager Primary Care.

David Moore: Communication and Engagement Manager.

Trish Grey: Communication and Engagement Manager

Russell Warrior: Commissioning Manager

It started with how such groups as PPG/PAG are helping to influence and improve borough wide community based services such as ophthalmology, anticoagulation, audiology, prescribing and community health services such as Extended hours for GP access, New models of Community care, Improvement of websites at GP practices, Development of new health and wellbeing centres.

The half yearly meeting of the Bromley area PPG Chairmen or representatives met at the Beckenham Beacon on the 27th of February, with Kelly Scanlon, head of Community/Engagement as guest speaker, the theme of her talk was that Bromley area general practices have been requested to work together into Primary Care Networks. As part of this Bromley CCG, Bromley GP Alliance etc are working with the 44 GP practices to help them to agree with each other who to group together with, who their named Clinical Director will be, and the early areas they wish to focus on. These areas may include sharing staff, trialling new ways of working, jointly offering new services or sharing premises. From July, a significant additional investment will be made into general practice to facilitate collaborative working and new, more resilient model of general practice. In Bromley it is expected the 8-9 Primary Care Networks covering our 350,000 population, usually of 5-6 general practices in each. We will not know the groupings until all practices have agreed their PCN towards the end of May.

The Primary Care Needs Assessment is aware that there is a growing population and not enough GPs, not enough Nurses and under use of other skilled staff, making use of Advanced Nurse Practitioners, Clinical Pharmacists, etc and smaller Practices working together to share staff and space where practical.

In 2016 PAG members were involved in helping to develop a new model of integrated care networks to this end ONE BROMLEY has been set up to deliver this linked up system.

The next areas of focus are

Phase One Phase Two

Urgent and Emergency Care Mental Health

Proactive Care Children and young People

End of Life Diabetes

Frailty Planned Care (outpatient/elective

Care Homes Cancer

As the above focus areas develop PAG members will normally receive an email (letters can be sent if you prefer) giving details of planned areas of focus and what input they require from members, our input is vital to help to shape how these systems will work for us in the future. If you wish to join PAG and receive this information an email to BROCCG, patientquery@nhs.net, or phone01689866542

**Bromley Stakeholder Bulletin from the Clinical Commissioning Group.**

Over the last few months we have seen some major breakthroughs in plans to improve the emotional and mental wellbeing of children and young people. Following an extensive process of working with service providers, voluntary organisations, schools, young people and families, we now have a service specification, it describes how the voices of young people have impacted on what we need to have in place to meet local needs, in addition we are delighted to receive and additional £2.4 million trailblazer fund from NHS England to put in place additional mental health support in schools.

We have recently commissioned a dedicated primary care (GP) provider to look after all nursing home, residential home, and extra care housing residents in Bromley. Bromley GP Alliance, a network of Bromley Practices will deliver this service. By having a dedicated GP service there will be greater focus on individual needs and more joined up working to support those residents.

As of 26 February 2019, residents in SE London can now access a new enhanced NHS 111 IUC service ( Integrated Urgent Care) , Available 24 hours a day, comprised of GPs, Pharmacists and nurses who will provide clinical consultations to residents across SE London.