

# GREEN STREET GREEN MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER



## Carers Need Help Too

Staff in the surgery are helping to make a list of patients who are involved in caring in order to provide them with information and advice. If you look after or support someone who is ill, disabled, elderly, frail or a child with special needs, and would be happy to complete a short questionnaire, please pick up a form from the Reception Desk.

Carers are now eligible, because of their caring responsibilities, to receive the flu vaccination, and there is help, support and advice available in the Orpington area for you. For more information on the resources available, please complete the form (available from the Reception), giving your name and address, and the surgery will be in touch with you.

### Staff Changes at the Surgery.....

**Dr Claire Riley** will be returning from Maternity Leave at the beginning of September and will be resuming her surgeries on a Monday and Tuesday (full days) and Wednesday mornings.

**Dr Sheetal Shetty** is the new female GP Registrar and joined the practice on the 1st August and will be working part time on Mondays, Tuesdays and Thursdays

**Nurse Shirley Edwards** has joined the practice and from the end of September will be working two days a week on a Tuesday and Wednesday.

### News from the Surgery.....

**Baby Changing Facilities:** The surgery now has a free standing baby changing table on wheels situated in the toilet, but has the flexibility to be moved if necessary.

**Cardiology Diagnostic Clinic:** Heath Meredith, the Healthcare Assistant, runs a Cardiology Diagnostic Clinic at the surgery for patients requiring 24 hour Heart Tracing, 24 hour Ambulatory Blood Pressure Monitoring or an ECG. As GSGMC is a Hub practice this service is available for all practices in the local area.

**Pneumatic Couch:** The Nurses Consulting Room now has a new Pneumatic Couch which will be beneficial to all patients but particularly those who have mobility difficulties.

**Telephone Appointments:** The surgery are introducing a formal telephone appointment scheme for patients who feel they do not need to be seen face to face or just want advice. This is being done as a pilot initially and the reception staff can help if patients need advice as to whether their problem can be dealt with in a telephone consultation providing they do not mind telling the Receptionist what the problem is.

### Fundraising at the Surgery...

On the 14th June this year, Andrea Wiles, Patient Liaison Officer, organised a CupCake sale day at the surgery and raised an impressive £196.00 on behalf of the Alzheimer's Society .

### Contact Details:

Green Street Green Medical Centre  
21/21a High Street  
Green Street Green  
Orpington  
Kent  
BR6 6BG

Telephone—01689 850012

Results—01689 850116

Fax—01689 862247

Out of Hours—111

Website: [www.gsgmc.co.uk](http://www.gsgmc.co.uk)

### Medical Centre Opening Times:

The Medical Centre is open from 8am until 6.30pm on Monday, Tuesday, Wednesday and Friday. On Thursdays 7am until 6.30pm and from 8.30-10.30am on Saturdays.

The extended hours 'Commuter' surgeries on Thursday mornings from 7am to 8.30am and Saturday mornings from 8.30am until 10.30am are for pre-booked appointments only.



## Using the Surgery—and when to go elsewhere...

We are detailing below more in-depth information on Pharmacies and the Emergency Department (ED / A&E)

### Talk to Your Pharmacist

Many minor problems can be treated with over-the-counter medication. Your pharmacist can advise on:

- selecting an appropriate treatment for a cough, cold, pain, indigestion, stomach upset, rash etc.
- any medicines prescribed by your doctor
- healthy eating and stopping smoking
- whether you need to see a health professional
- considering the alternatives next time you're thinking of making a doctor's appointment

Pharmacists play a key role in providing quality healthcare. They're experts in medicines, and use their clinical expertise, together with their practical knowledge, to advise you on common problems. Pharmacists are highly trained health professionals. Before becoming a pharmacist, they'll have completed a four-year university degree and worked for a year under the supervision of an experienced and qualified pharmacist, usually in a hospital or community pharmacy, such as a supermarket or high street pharmacy.

### Call 999 or Visit Emergency Department (ED / A&E)

This service is for life-threatening emergencies. Medical emergencies can include:

- major trauma as a result of a road traffic accident, stabbing, shooting, sporting accident, a fall from height, or a serious head injury
- heart attack
- stroke
- loss of consciousness
- an acute confused state
- fits that are not stopping
- suspected poisoning (including overdoses)
- persistent, severe chest pain
- other acute pain not relieved by over-the-counter painkillers
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

### The Flu Vaccine.....

All patients over the age of 65 and also those in the "at risk" category will be eligible to have the flu vaccination. This year there are two different vaccines, one for the over 65's and one for the 'at risk' category. The over 65's vaccine should be available from mid September and the vaccine for the 'at risk' category available from the end of September. Text messages and letters will go out when the flu clinic appointments are put on the system.

## **BREAKING NEWS**

***Bromley Clinical Commissioning Group have announced that the Walk In Phlebotomy Clinic at the PRUH will be closing at the end of September and re-locating to a nearby site—yet to be announced.***

## PPG Committee Members

Linda Rusk—Lead  
Co-Ordinator  
[robert.rusk@btinternet.com](mailto:robert.rusk@btinternet.com)

Vicky Andrew— Deputy  
Co-ordinator  
[Vicky.andrew911@gmail.com](mailto:Vicky.andrew911@gmail.com)

Sally Gower  
Sona Jakeman  
Bob Trott  
Derek Williams


## Important Dates for your Diary:

### Academic Teaching Afternoons:

The Surgery will be closed on the following afternoons. However, if patients need to be seen urgently please ring the surgery and the receptionists on duty will be able to give the telephone number for the cover service.

**Wednesday 19th September 2018**

**Tuesday 13th November 2018**



**Bromley Healthcare**  
better together

### Nail cutting service

Provided by Bromley Healthcare

We provide a low fee, simple nail cutting clinic that is ideal for the elderly, visually impaired, disabled or people who are simply unable to reach their feet safely.

This service is suitable for diabetic patients and others that could be considered high risk by other services as it is supported by clinical Podiatrists.

**This is not a free service.** We currently charge £15 for toenails at a clinic or £20 for toenails and fingernails.

To book an appointment, call us on **0300 330 5777** or email [bromh.cccpod4refs@nhs.net](mailto:bromh.cccpod4refs@nhs.net).

**Nail cutting clinics are held at:**  
Orpington Tesco Clinic, 8 Station Road, Orpington, BR6 0SA  
Monday 9am to 5pm