



Bacon Lane Beacon

Practice Newsletter for Bacon Lane Surgery patients

Produced in Co-operation with Patients Participation Grp PPG

All working together with Doctors, clinicians & Staff, endeavouring to deliver a first-class service to every patient

Website: www.baconlanesurgery.co.uk

August/September 2021

Issue 4:

Covid 19: The BLS surgery home page is updated regularly as new information is shared by the Government. As this information changes from day to day, the surgery updates its website in order to keep its patients informed. These changes happen too rapidly for a quarterly newsletter, so please log onto the surgery website for the latest updates and advice on the current Covid 19 situation.

ALWAYS CONTACT THE SURGERY BEFORE COMING INTO THE PRACTICE:
All GP appointments are now predominantly telephone consultations unless otherwise advised. Nurse/phlebotomy/HCA appointment's will continue to be face to face unless the consultation can be done over the telephone and only once a Covid questionnaire has been completed by the patient to confirm the patient has no Covid symptoms. Please take the time to complete the Covid SMS messages sent to you to keep everyone safe.

Polite Note from the Practice Manager:

We as a practice primarily book ALL clinician appointments via E consult/online forms which are then clinically triaged by a clinician and have been doing so for over a year - Please when calling the practice listen carefully to the message given on the answerphone before putting you through to a receptionist regarding this. We are still getting patients coming through on the phone demanding an immediate face to face appointment with a GP and when they are refused and asked to complete an

E consult form they are being very rude and aggressive towards our reception staff who are only doing their job advising you as a patient of the practice's policy - please do not shout or swear at our receptionists for doing their job correctly.

If there is a valid reason that you cannot complete an E Consult form online please advise our receptionist accordingly and in a polite and respectful manner so we can deal with the situation for you, however saying you do not have access to the internet when you are calling on a mobile phone, have an active e mail address or you regularly use Patient Access online is not a reasonable explanation to not be able to complete an E Consult form online.

All face to face appointments and home visits must be clinically agreed by a clinician first so again please do not demand this from a receptionist as they cannot do this for you. Equally, if having triaged your E Consult form a clinician deems your appointment to be routine and to be booked an appointment accordingly do not challenge the receptionist regarding this as they cannot overrule a clinician's decision.

We work hard to support our patients and appreciate your consideration and understanding at this busy time - Thank You.

BLS Staff Team - leavers July 2021

Mrs Adriana Campean - Receptionist/Administrator

Mrs Kirithiga Ganeshamoorthy - Receptionist/Administrator

Miss Eshali Shantilal is now our PCN Care-Co-ordinator having transferred from being a Receptionist/Administrator

Dr Tamkin Abas - Registrar GP

BLS Staff Team - Starters August July 2021

Miss Chloe Hull - Receptionist/Administrator

Miss Cristina Fanita - Receptionist/Administrator



New cough or temperature?

Urgent message for parents about Covid testing

Primary care colleagues have noted a reluctance from some parents in arranging a PCR test for children who are experiencing, or who themselves are directly experiencing, COVID-19 symptoms. Instead, many are reaching for LFTs, which are not appropriate for anyone with any COVID symptoms.

In response to this, the NHS wants parents and guardians to know:

A temperature, new cough or change in your sense of smell or taste could be a sign of COVID-19. If you are or your child experience one of these, book a PCR test straight away: <https://www.gov.uk/get-coronavirus-test>. Lateral flow tests are only for people with no symptoms.

Please help spread the word.

All initial GP appointments will be via telephone consultation not face to face and these appointments do not have specified times when the GP will contact you, they will be either morning or afternoon appointments, so please do not call the practice asking for a confirmed time for the appointment. The ONLY timed appointments will be those that are Face to Face.

Face coverings: Message from North West London CCG - As you know, this change comes into effect on Monday, 19 July 2021. We have now received clear guidance from Public Health England, making clear that this change does not apply to healthcare settings. Current infection prevention and control guidelines (and hospital visiting guidance) remain in place for all staff and visitors. That means NHS visitor guidance will stay in place across all health services, including hospitals, GP practices, dental practices, optometrists and pharmacies, to ensure patients and staff and yourselves are protected. Staff, patients and visitors will also be expected to continue to follow social distancing rules when visiting any care setting as well as using face coverings, mask and other personal protection equipment. Further information can be found here: <https://www.england.nhs.uk/2021/07/nhs-patientsstaff-and-visitors-must-continue-to-wear-face-coverings-in-healthcare-settings/> - Thank you for your cooperation.

E Consult: Completing an E consult form online gives the best care for the patient. As a practice we need the patient to give us a clear and precise explanation of their symptoms in order to get the most appropriate appointment. The E consult is then triaged quickly by a clinician who will decide the next course of action needed.

E Consult update:

Since launching e Consult on our website in May 2020, we have been glad that patients have found it useful and that it remains a responsive way for patients to contact us without needing to call up.

We are currently reviewing the system and to ensure it is as safe as possible for patients, we have for the moment switched off the system while we are closed, so you can only complete E Consults between the hours of 08.00 to 18.00.

This allows us to view the e Consults as they come in live and avoid a situation where an urgent matter could get delayed by being submitted while we are closed.

If you try to access e Consult when the practice is closed and need medical help, please call 111.

Pharmacies: Please utilise your local pharmacy who are able to provide over the counter solutions for many symptoms including, coughs and colds, verruca's, eye infections, thrush, hay fever, diarrhoea, constipation, mouth ulcers, head lice.

You can purchase all treatments from your local pharmacy and some medications are available at supermarkets. Please try these over the counter treatments before contacting the surgery.

Patients Participation Group PPG:

This group consists of patients who provide feedback to the surgery raised by patients or members of the group. Such groups exist in more than two thirds of G.P surgeries. Most of these belong to the national group the National Association of Patients Participation. Our meetings are held about 6 times per year. In current circumstances they are online via Zoom. If you are interested, you may join in if you request details from the surgery. Any concerns raised are followed up by the surgery & monitored by the group. We aim to be as diverse a PPG group as possible so volunteers of all ages, religions and nationalities are welcome.

WE WELCOME NEW MEMBERS & ANY INTERESTED PATIENTS MAY CONTACT MR DAVID BATEMAN FOR DETAILS - PLEASE TELEPHONE 0208 951 1784 **JOIN! JOIN! JOIN!**

****When visiting the practice please come on your own unless it is absolutely necessary to bring someone else with you, this helps to keep you safe as well as other Bacon Lane Surgery patients sitting in the waiting room and Bacon Lane Surgery reception and clinical staff coming into contact with you**

**** Extended hours' surgeries at Bacon Lane Surgery - we are now open until 20.30pm on Tuesday and Thursday from 8.30am for people who cannot speak to or see a clinician in normal working 08.00 to 18.00 working hours**

**** Any queries with the NHS app must be addressed directly with Contact the NHS App team (www.nhs.uk), please do not contact Bacon Lane Surgery as we have no control over this app**

Please remember as a GP practice we cannot take the following over the phone:

Repeat prescription requests- To be done online/in writing

Change of medication requests - to be sent via e mail/in writing

Requests for antibiotics - to be sent via email/in writing

Change of address information - to be sent via email/in writing/via our website:

<https://baconlanesurgery.co.uk/contact-us/update-your-details/>

Change of name information - to be sent via email/in writing/via our website:

<https://baconlanesurgery.co.uk/contact-us/update-your-details/>

Insurance letters - to be sent via email/in writing

Private referral letters - to be sent via email/ in writing

Sick note requests - to be done online/in writing

Requests to speak on behalf of someone else without consent being given - see paragraph on our website relating to GDPR

Please do NOT ask your GP to treat your Dental conditions, or refer you to Hospital for dental problems. They are not trained Dentists and their Medical Indemnity does not cover them for dealing with Dental problems. Please visit your own Dentist for the same. If you do not have a Dentist, please call 111 for a list of NHS Dentists in your area or visit <https://www.nhs.uk/service-search/find-a-dentist>.

All requests for Dental Domiciliary visits must be arranged by your own Dentist. GPs and the GP Surgery do not have access to this service.

Prescription reminder information:

If your prescription is due and your medication review up to date, it will be issued within 72 hours.

If your request is an acute/ past or an urgent medication the doctor will decide whether it can be issued or you need a consultation to discuss/review.

If your medication review is not within date your prescription may take longer to process. Please note if you are requesting your medications too early we will not process unless there is a reason for the early request.

If you have nominated a chemist then as per your request, we will send the prescription to your chosen chemist.

Ordering Repeat Prescriptions

Patients can use a nominated chemist, email baconlane.surgery@nhs.net or via patient access. You will be required to register for this service, please follow the link to register www.patientaccess.com Patient Access is reliable, secure and confidential. We cannot take prescription requests over the phone.

TO HELP US PROVIDE AN EFFICIENT SERVICE TO ALL OF OUR PATIENTS AND TO MANAGE OUR LARGE VOLUME OF PRESCRIPTION REQUESTS, PLEASE COULD YOU REMEMBER TO REQUEST YOUR MEDICATIONS WHEN YOU HAVE ONE WEEK OF MEDICATIONS REMAINING.

111 CALL APPOINTMENTS - 111 WILL NOTIFY BACON LANE SURGERY IF A PATIENT HAS CONTACTED THEM AND A CLINICIAN FROM BACON LANE SURGERY WILL TELEPHONE THE PATIENT BACK AS SOON AS POSSIBLE - THEN IF THE CLINICIAN DECIDES A FACE TO FACE APPOINTMENT IS NEEDED THEY WILL ARRANGE IT

Travel information and vaccinations - we do not currently do travel vaccinations at the practice - if you looking for either of the above please contact local pharmacies/GOV.UK website

General Practice Data for Planning and Research (GDPR) Update:

For more information about this see the [GP Practice Privacy Notice for General Practice Data for Planning and Research.](#)

Please see link below to your NHS Covid vaccination pass letters:

You can use this service if the following apply:

- you've had 2 doses of the COVID-19 vaccine
- you had your vaccination in England
- you're aged 16 or over

You can use this service 2 week's after you've had your 2nd dose.

[Get your NHS COVID Pass letter - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Regarding certificates or evidence about your COVID vaccination status:

We are unable to issue this certificate at the practice.

Please see <https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad> for further information.

Proof of your vaccination status will be available in the NHS app from 17th May 2021,

The NHS app can be downloaded from:

<https://apps.apple.com/gb/app/nhs-app/id1388411277> for iPhone/iOS

<https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline> for Android.

If you have not used it before, there is a self-registration process within the app to create an "NHS login" as per <https://www.nhs.uk/nhs-services/online-services/nhs-log-in/>

If you already have access/ login details for patient online services, for example "Patient Access", you may use this.

Alternatively, you can call the NHS helpline on 119 (from 17 May) and ask for a letter to be posted to you. This must be at least 5 days after you've completed your course of the vaccine. The letter may take another 5 days to reach you, or more if postal services are affected. Please take account of this when making your plans.

**** Optician appointments need to be booked directly with an optician not via our GP Practice**



Have you fallen recently or are you concerned about falling?

KING'S
College
LONDON

Volunteers needed for a Research Study

We are investigating the feasibility and acceptability of providing a 10 week Holographic Balance Rehabilitation programme (HOLOBalance), compared to a commonly used balance rehabilitation programme (The OTAGO HEP).

You may be suitable if you:

- Are aged between 65 and 80
- Can walk 500 metres outside (with or without a stick)
- Have fallen or are concerned about falling
- Able to attend a twice weekly rehab session for 10 weeks
- Are not currently participating in falls rehabilitation
- Do not have a neurological disorder (e.g. stroke)
- Do not have any acute medical issues that limit your ability to participate in an exercise programme
- Do not have low mood
- Do not have cognitive impairment

You will be required to undergo a brief screening session to confirm eligibility prior to enrolment

For further information please contact
E: carol.flavell@kcl.ac.uk or E: maroussa.pavlou@kcl.ac.uk
T: 07563069162 (leave a message) or 0207 848 6679

  

Version 3: 4th May 2021

****Referrals - Due to Covid all hospital referrals are delayed, please do not blame the receptionists for this they are doing what they can, however as a GP practice we have no control over hospital waiting times**

From CENTRAL AND NORTH WEST LONDON NHS FOUNDATION TRUST:

[CNWL's annual report and invitation to our AGM.](#)

The Annual Meeting will be held on Thursday 9 September, from 5pm. The Theme is Co-Production - it will be a virtual meeting (zoom link below).

CNWL's Annual Report was laid before Parliament on Wednesday, 7 July and is published on our website today.

We hope you will look through it and we look forward to your views about it at the AGM on Thursday 9 September 2021 at 5pm ...

DNA figures for June 2021 from Jeffrey Austin PPG member:

Missed appointments are a big waste of doctors, clinicians and reception/admin staff's time, also, a huge cost to the 'cash strapped' NHS. If you unable to keep an appointment for any reason, please contact the surgery to cancel your appointment as soon as possible, thus enabling another patient to have the appointment instead.

This especially applies to HCA missed appointments which rate is continually the highest amount of missed/cancelled appointments. **Remember that doctors/clinicians need these results from the HCA to diagnose patients' conditions."**

Total of Booked Appointments	= <u>3270.</u>
Total number of DNA	= <u>51</u>
Total of DNA against Booked Appointments	= <u>1.56 %</u>
Not as good as May 2021	= <u>1.01 %</u>

The editors and surgery would welcome any comments regarding this newsletter, including contributions to be considered for future publications.

Thank you from all of the staff at Bacon Lane Surgery