



# Take Stock

*Your Newsletter from Stock Hill's*

*Patient Participation Group (PPG)*

Issue 28 - July 2023

*Your PPG wants to hear from you.*

Communicate with your PPG by either completing a form and popping it in the box marked 'PPG' which can be found in Reception at the Surgery or email us at: [ppgshs@gmail.com](mailto:ppgshs@gmail.com)

Stock Hill Medical Centre,  
Stock Hill, Biggin Hill,  
Kent TN16 3TJ

Open: 8.30am to 6.30pm  
Monday to Friday

Tel: 01959 580011

For more information visit:  
[www.stockhillmedicalcentre.nhs.uk](http://www.stockhillmedicalcentre.nhs.uk)

## New Clinical Director

Overseen by the Integrated Care Board, and accountable to all five surgeries, the role consists of monitoring the services provided by the PCN. This includes negotiating about NHS initiatives and tailoring them relevant to the needs of Five Elm's 45,000 patient population. It is funded for one day a week, but in reality, it'll probably be 2 days to begin with.

During the Spring of this year Dr Bridget Hopkins, one of the GP partners at Stock Hill, was elected to the role of PCN Clinical Director where she will provide leadership for new NHS plans to improve the quality and effectiveness of clinical and non-clinical services.



Overseen by the Integrated Care Board, and accountable to all five surgeries, the role consists of monitoring the services provided by the PCN. This includes negotiating about NHS initiatives and tailoring them relevant to the needs of Five Elm's 45,000 patient population. It is funded for one day a week, but in reality, it'll probably be 2 days to begin with.

SHMC patients may be wondering if this new role will detract from her role as one of the lead GPs at the surgery. So, we asked her about this and what she thinks about her new responsibility:



"I can assure everybody I will continue to work my normal/previous 3 full days a week (which are 13 hours each day) at SHMC, so the new role will not result in any reduction of sessions.

I'm excited to take it on and it is likely that more services will be run by Five Elms PCN in future, rather than at individual practices, so I felt it was important to be involved in the shaping of these future services and ensure Biggin Hill patients will benefit from them.

We have already set up our own Enhanced Access Service (Out of hours appointments) and I have ensured that SHMC will have one clinic a month, rather than all clinics being in Bromley as they were before. We have also created a Five Elms Patient Participation Group (PPG) keeping them involved with all developments and plans."

"We all wish Dr Hopkins all the best in her new role and look forward to her ensuring that the welfare of Biggin Hill residents is considered.

**Get Your Copy**

For your personal copy of this newsletter and to be kept informed of the latest surgery news email "Keep me Informed" to: [ppgshs@gmail.com](mailto:ppgshs@gmail.com).



# Bowel, Breast and Cervical Screening Programmes



Screening is a way of finding out if you have a higher chance of having a health problem, so that early treatment can be offered, or information given to help you make informed decisions.



## Cervical Screening

Cervical screening, or smear test, is a 15-minute appointment for detecting abnormal (pre-cancerous) cells in the cervix in order to prevent cervical cancer.

Cervical screening is recommended every three years for women aged 25 to 49 and every five years for women aged 50 to 64 or more frequently if smear results indicates abnormal changes. It is not a test for cancer; it is a test to check the health of the cells of the cervix.

Most women's test results show that everything is normal, but for 1 in 20 women the test will show some abnormal changes in the cells of the cervix.

Our nurses are qualified to carry out cervical screening and tests in the form of cervical smears.

In order to have the test you must have received a letter requesting that you have a cervical smear, and the appointment must be made for when you are not menstruating.

For further information or to book an appointment, please call the Surgery. For further information go online to:

**Cervical screening - NHS**  
**([www.nhs.uk](http://www.nhs.uk))**

## Breast Screening

The National Breast Screening Programme introduced in 1988 as an early detection service for breast cancer currently saves around 1,400 lives per year. All women aged between 50 – 70 years will be routinely invited for free breast screening every three years. Those over 70 can self-refer.

It aims to find breast cancer at an early stage, often before there are any symptoms. To do this, an x-ray is taken of each breast (mammogram). Early detection may often mean simpler and more successful treatment.

It is a rolling programme which invites women by area. The requirement is that all women will receive their first invitation before their 53rd birthday, but ideally when they are 50. If you are under 50 and concerned about any aspect of breast care, please contact the surgery to make an appointment with your GP. For further information go online to:

**Breast screening**  
**(mammogram) - NHS**  
**([www.nhs.uk](http://www.nhs.uk))**

## Bowel Cancer Screening

Bowel cancer is a term used to describe cancer in the colon, rectum or small bowel. Symptoms can include:

- Bleeding from the back passage (rectum) or blood in your stools
- A change in normal bowel habits to diarrhoea or looser stools, lasting longer than 4 to 6 weeks
- A lump that your doctor can feel in your back passage or abdomen (more commonly on the right side)
- A feeling of needing to strain in your back passage (as if you needed to pass a bowel motion)
- Losing weight
- Pain in your abdomen/back passage
- Because bowel tumours can bleed, they often cause a shortage of red blood cells. This is called anaemia and may cause tiredness and sometimes breathlessness.

Everyone aged 60 to 74 is offered a home test kit every 2 years automatically through the post. Make sure we have your correct address.

Anyone outside of these age parameters can request a test kit by phoning the free bowel cancer screening helpline on 0800 707 60 60. For further information go online to:

**Bowel cancer screening - NHS**  
**([www.nhs.uk](http://www.nhs.uk))**



**Don't wait until it's too late, you might not get another chance!**



## Over the counter medications

Pharmacists train for 5 years and are experts in medicines who can help you with minor health concerns.

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses. If symptoms suggest it's something more serious, they have the right training to make sure you get the help you need from either a GP, nurse or other healthcare professional.

Many are open until late and at weekends. You do not need an appointment.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

For more information, please go to:

[1a-over-the-counter-leaflet-v1.pdf](#)  
([england.nhs.uk](http://england.nhs.uk))



### Get a prescription prepayment certificate

You can buy Prescription Prepayment Certificates (PPCs) from the NHS which may make your prescriptions cheaper.

#### What you'll get

A 3 or 12 month PPC covers all your prescriptions for that period, no matter how many you need.

A prescription costs £9.65 per item, but a PPC costs:

- £31.25 for 3 months
- £111.60 for 12 months

This means if you're going to buy four or more prescriptions in 3-months, or twelve or more prescriptions in 12-months, it may be cheaper to buy a PPC.

You can pay in 10 monthly instalments if you buy a 12-month PPC.

For more information:

[Get a prescription prepayment certificate:](#)  
[Get a prescription prepayment certificate - GOV.UK \(www.gov.uk\)](#)

**Telephone: 0300 330 1341**

You can also get HRT Prepayment Certificates. For more information see: [NHS Hormone Replacement Therapy Prescription Prepayment Certificate \(HRT PPC\) | NHSBSA](#)

**Telephone: 0300 330 2089**



Patient Workshops



Shortly to be organised to help migrate patients onto the NHS App and understand the benefits of the eConsult service.

Meanwhile, if you need help with these services please contact or visit the Surgery **after** 10am on weekdays and one of our Patient Advisors or admin staff will be on hand to help you.





We have been asked to let patients know that the Car Park adjacent to the Surgery is the responsibility of the Council and any issues relating to charges or the new Parking App should be addressed by telephone to: 0300 303 8662 or online at: <https://www.bromley.gov.uk/ParkingEnquiryForm>

## Health Monitor arrives at Stock Hill with help from the PPG

Stock Hill, with the help of the PPG, has recently purchased a healthcare monitor which is situated in the Surgery reception area. In excess of £4000 the PPG 200 Club contributed half the payment as it was felt the monitor would be of great benefit to patients and it is equipment not normally provided by the NHS.

It is extremely user-friendly, with visual and audio step by step instructions, making the whole process very easy for patients to follow.

It measures weight, height, calculates Body Mass Index, measures blood pressure and pulse rate. At the end of the process the results are printed to a ticket which should be handed in to reception to be included on your records



## BLOOD TEST APPOINTMENTS



Now available on **alternate Thursdays** at Stock Hill Medical Centre. They can be booked directly with the GP Alliance by either visiting:

[www.bromleygpalliance.org](http://www.bromleygpalliance.org)

Or calling: 020 3930 0245  
(Your NHS number will be required!)

**"Remember to bring your blood test form with you."**

## OPENING SOON

The PPG are currently looking for suitable premises to hold 60/70 people within the area to enable the opening of the Biggin Hill Wellbeing Café. The café aims to connect Biggin Hill residents to each other and to the local health services by sharing more about what their services do to support our community.

If you know of any suitable premises, please let Malcolm know on [ppgshs@gmail.com](mailto:ppgshs@gmail.com)

## SHMC PPG Public Meeting

....took place on the 18<sup>th</sup> May at Lebanon Gardens WI Hall. Attended by 30 patients it communicated the changes and challenges currently happening in Primary Care and we heard more about the 5 Elms Primary Care Network (PCN), and the ways in which it supports and enhances the services available at the surgery. From the surgery were Dr Hopkins, Dr Hamawandi, and Karen Dillaway, Operations Manager.

We were also very pleased to welcome Cheryl Rehal, the Associate Director of Primary and Community Care in Bromley, who gave a very informative presentation about the future of the NHS in the Bromley area. More details can be found at:

[Your Primary Care in Bromley - South East London ICS \(selondonics.org\)](http://selondonics.org)

There was a brief update about the 'Wellbeing Café' which has been running successfully in Orpington, and the longer-term possibility of another being opened in Biggin Hill this year.

After a lively Q&A session, with previously submitted patient questions, the meeting concluded with refreshments, and a chat with the surgery staff and members of the PPG.

**Tony Harknett, Chairman, SHMC PPG**