

# **NE BROMLEY**

## **KEEPING WELL THIS WINTER**

Please help your Bromley health and care services this winter by taking good care of yourself and using the most appropriate service when you need it.

This guide provides important information to help you keep well over winter. Please keep it safe so you can refer to it when you need it.

It includes:

**WHICH SERVICE TO USE WHEN YOU ARE ILL**

**SELF-CARE**

**VACCINATIONS**

**YOUR PRIMARY CARE SERVICES**

**NHS 111**

**MENTAL HEALTH AND WELLBEING**

**KEEP YOUR CHILD WELL**

**MAKE A DIFFERENCE**

**USEFUL CONTACTS**

**YOUR  
HANDY  
GUIDE**

**The One Bromley local care partnership** brings together health, care, and voluntary services to work together in a more joined up way to deliver better care for you.

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# Which service should I use when I feel ill?

Emergency services are always busier over winter and must be available for those with critical and life threatening needs.

When you or a family member feel ill, please use the right service to get the help you need quickly. Please think self-care, pharmacy, GP or NHS 111 first.



**Dr Lucia Anthonypillai,**  
Bromley GP and Clinical  
Lead for Urgent and  
Emergency Care



**SELF-CARE:** Treat minor illnesses such as headaches, cuts and bruises, coughs, and colds at home. Use over the counter medicines, drink plenty of water and get some rest. If the symptoms persist please see your pharmacist or GP.



**PHARMACY:** Qualified staff can advise on medicines and the treatment of minor ailments and injuries. No appointment is needed.



**GP PRACTICE:** If you are feeling unwell and it's not an emergency. Appointments are also available on weekday evenings and Saturdays.



**NHS 111:** Check out your symptoms and seek further advice at [111.nhs.uk](https://111.nhs.uk). If you can't get online, then call 111. If you have an urgent medical problem or your GP is closed, NHS 111 will provide advice and if necessary, make an appointment for you at a local service.



**URGENT TREATMENT CENTRES:** For urgent needs only. Use an urgent treatment centre when you are advised to by NHS 111. There are urgent treatment centres at the Princess Royal University Hospital and at Beckenham Beacon.



**999/A&E:** Only use this service if you or someone else is seriously ill and their life is in danger.

# Take care of yourself

“ Winter is a challenging time, with darker days and cold weather which can affect our physical, mental, and emotional wellbeing. It can also make some health problems worse and lead to serious complications. Please take good care of yourself by having your winter vaccinations, keeping warm, having a daily hot meal and being as active as you can manage. ”

**Dr Nada Lemic,**  
Bromley Director  
of Public Health

- If you are not very mobile, over 65 or have certain health conditions, please keep your house warm – to at least 18°C. Those on certain benefits can claim financial and practical help with heating their home. Go to [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)
- Keep your home well ventilated by opening windows for 5 to 10 minutes during the warmest part of the day. And then close the windows and keep the cold and draughts out by closing doors, placing draught excluders at the bottom of each door and drawing curtains.
- Manage winter illnesses at home. Please rest, keep warm, drink plenty of fluids; include hot drinks or hot soup as part of your daily fluids. Over the counter medicines can help give relief.
- Exercise regularly, get plenty of good quality sleep and do activities that make you feel happy.
- Wash your hands regularly with soap and water to prevent bugs spreading.
- Look in on vulnerable neighbours and relatives. If you are worried about an elderly person, contact Bromley Council or call the Age UK helpline on 0800 678 1602 (8am to 7pm every day)

## Worried about the rising cost of living?

You can get advice and information from Bromley Well – visit [www.bromleywell.org.uk/our-services/cost-of-living](http://www.bromleywell.org.uk/our-services/cost-of-living) or call their freephone helpline on 0808 278 7898



Advice and support is also available on the Bromley Council website [www.bromley.gov.uk/supportingresidents](http://www.bromley.gov.uk/supportingresidents)



For more info visit [www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/](http://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/)

# Vaccinations

**“** Vaccinations prevent us from catching and spreading infectious diseases. We are all susceptible, but some are more vulnerable to their consequences than others. To protect ourselves and those around us, please have the vaccinations you are due. This winter COVID-19 and flu are going to be around and both can be very unpleasant and in rare cases even cause death. **”**



**Dr Hasib Ur-Rub,**  
Bromley GP and Chair of  
the Bromley GP Alliance

**COVID-19:** has not gone away. The vaccination offers you the best protection.

To book your COVID-19 vaccination or winter booster, go to [www.nhs.uk/covid-vaccination](https://www.nhs.uk/covid-vaccination)

**Flu:** If you are in an eligible group, you can have a free flu vaccination. It is usually given at your GP practice or pharmacy, but there are other options available. If you are pregnant, you can get it from your midwife and many children have it at school.



More information is available at  
[www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine](https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine)

**The flu vaccine is given free on the NHS to adults who:**

- Are 50 and over (including those who will be 50 by 31 March 2023)
- have certain health conditions
- are pregnant
- are in long-stay residential care
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus, or rheumatoid arthritis
- are frontline health and social care workers

### Children eligible for a free NHS flu vaccine are:

- aged 2 or 3 years on 31 August 2022 (born between 1 September 2018 and 31 August 2020)
- all primary school children (Reception to Year 6)
- some secondary school aged children
- aged 2 to 17 years with long-term health conditions

**Polio:** Following the detection of polio virus in sewage samples taken from North and East London, the NHS has offered all 1-9 year olds in London a polio booster vaccination. Parents and carers are urged to take up this offer as it will give their child the very best protection. If you have not done so yet, please arrange an appointment.



More information on the polio vaccination and where to get it is available at [www.selondonics.org/poliovaccinationsites](http://www.selondonics.org/poliovaccinationsites)

### Routine childhood immunisations:

These are the best way of protecting your child against serious diseases. More information on what immunisations your child needs to have are in your red book or check with your GP practice or health visitor.

**School aged vaccinations:** During the pandemic, fewer young people had their school aged vaccinations which protect them against potentially deadly diseases. Please book your child in for any missed vaccinations.

**Shingles:** A vaccine to prevent shingles, a common and painful skin disease is available on the NHS to 70 – 79 year olds who have not had the shingles vaccine before. If you are eligible, your doctor can vaccinate you when you visit the practice for general reasons or for your flu vaccination.

**Pneumococcal:** A vaccine to protect against pneumonia. All babies and the over 65s should have this vaccine once. Children and adults with certain long-term conditions and at higher risk of serious illness, are advised to have it every five years.



More information on what vaccination your child needs and when, is available at [www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/](http://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/)

# Primary care is here for you

#YourPrimaryCare

“Primary care is the day to day healthcare provided in Bromley and the first place people go when they need advice or treatment. Your primary care services are here for you at your GP practice and at community pharmacies.”



Dr Taraq Waheed,  
Bromley GP

## Are you registered with a GP? (General Practitioner/Doctor)

You need to be registered with a GP to use their services. Whether you feel poorly or not, it is really important you are registered so that you can use their services when you need to. Registering is easy and you don't need to provide any identification or proof of address to receive care.



To sign up, contact your nearest practice or visit [www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery](http://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery)



## How is my GP practice working?

Every day, GP practices in Bromley are in touch with hundreds of patients to help with their different needs, requests, and health concerns. To provide the right care at the right time, GP practices are changing how they work, including a wider team of professionals working in the practice team.



To find out more about your Bromley primary care services go to [www.selondonics.org/Bromleyprimarycare](http://www.selondonics.org/Bromleyprimarycare)



# Meet your friendly GP practice team\*



## Receptionist

First point of contact, trained in medical administration and initial triage to direct your query to the most appropriate service or professional to help you further.



## GP

Senior medical generalist in primary care. Diagnoses and treats patients with most complex conditions.



## Practice Nurse

Dressings, wound care, minor injuries, vaccinations, and routine screening. Some are specialists, eg in diabetes and respiratory care.



## Advanced Nurse Practitioner

Highly skilled specialist nurse, qualified to make independent decisions on assessment, diagnosis and treatment.



## Clinical Pharmacist

Specialist advisor for patients on multiple and long-term medications, ensuring patient safety.



## Social Prescriber

Connects people to a wide range of local community services to help people with their physical and mental health and wellbeing, and welfare.



## Physiotherapist

Assess, diagnose, and provide advice on managing musculoskeletal conditions. Refers to specialist services if necessary.



## Physician Associate

Works under supervision, clinically trained to diagnose and treat patients, order tests, make referrals and provide continuity of care for those with long term conditions.



## Mental Health Practitioner

Trained in mental health care, and able to signpost to specialist services if needed.



## Healthcare Assistant

Healthcare assistants work alongside nurses and other practice staff and can be your first point of contact for a range of care such as wound dressing, health advice and checks.



## Community pharmacist

Trained to provide advice on a range of minor ailments and conditions, and offers appointments via your GP practice.

\*These are some of the new roles working in primary care. Not all practices will have all these roles.

## How do I get an appointment?

**We want to make it as easy as possible for you to get in touch with your Bromley GP practice to make an appointment. There are other options to the telephone.**

### NHS App

You can use the NHS app to request prescriptions, check your symptoms, get advice and book appointments when they are available. The app is free to download from either the App Store or Google Play.

Do not use an app if your medical problem is urgent. Call your practice or visit [www.111.nhs.uk](http://www.111.nhs.uk)



### eConsult

eConsult lets you contact your practice over the internet using an online form.

It saves you waiting on the phone for an appointment or going to the GP practice. You can tell your GP about your health using eConsult on your computer, tablet, or smartphone. All Bromley GP practices offer eConsult.

Every eConsult request is looked at by the practice, with the aim to respond by the end of the next working day. This may be for a face-to-face appointment, a call back, health advice or a prescription.

It's really easy to get started. Just go to your practice website, look for the eConsult banner and complete the online form, or speak to your practice reception team.

Do not use eConsult if your medical problem is urgent. Call your practice or visit [www.111.nhs.uk](http://www.111.nhs.uk)

### Telephone

**Dr Andrew Parson, Bromley GP said,** "Bromley practices are helping hundreds of people every day. Demand is high so phone lines are busy, especially in the morning when lots of people call. Staff are answering calls as quickly as possible so please do be patient. If you need help urgently, please use the phone and you will be seen that day by a local service. If your need is not urgent, please help your practice by using eConsult or the NHS App to ask questions, request prescriptions and book appointments".



# How do I refer myself to other services?

**In Bromley you can refer yourself to some local health and care services yourself instead of going through your GP practice.**



**Bromley GP Dr Arun Wadhwa explains:**

"In Bromley there are many community health and care services you can use without having to see your

GP first. You can get in touch with the service yourself to see an expert in the care you need. Services that offer self-referral include NHS talking therapies, sexual health, maternity care, eye care, physiotherapy, and a number of community health services".



**Bromley GP Dr Bushra Yousuf adds:**

"Some of my patients think a referral from me means they will get seen sooner. This is not the case, and it can be quicker if you

refer yourself to services that accept self-referrals. We can only fast track referrals when urgent investigations are needed".

"We really encourage you to self-refer to services where this is available. However, you cannot refer yourself to specialist hospital services. You will need to be assessed by your GP first".



If you become pregnant, please make contact with maternity services. Visit <https://pruh.kch.nhs.uk/services/maternity/>



For information on which Bromley services you can refer yourself to, visit [www.selondonics.org/Bromleyprimarycare](http://www.selondonics.org/Bromleyprimarycare)

## How can my pharmacist help me?

**Your local pharmacist is the best person for you to see if you need clinical advice or medicines for a wide range of minor health concerns such as coughs, colds, sore throats, tummy trouble and aches and pains. If your symptoms are more serious, they will get you the help you need.**



**Dr Emma Ryan, Bromley GP advised,** "Talking to your local pharmacist about minor health concerns is better for you because you can get

quick professional advice, and better for GPs because it frees up our time to help more people with complex health needs. Most of us live within easy reach of a pharmacy and many are open in the evenings and at weekends. Just pop in, you don't need an appointment and most of them also offer a private consultation room."

You will need to purchase medicines that don't require a prescription.



**Arti Jethwa, pharmacist at Paydens in Beckenham, said,** "Visit your local pharmacist to get advice on a wide range of minor

ailments and injuries. As well as expert advice on medicines, we offer other NHS services such as blood pressure monitoring, emergency contraception, asthma inhaler use and advice, chlamydia screening and treatment, stop smoking and weight management advice. This winter, it's really important that we all get our flu and COVID-19 vaccinations, and you can talk to your pharmacist about this too."



**Jasraj Matharu, pharmacist at Westchem Pharmacy in West Wickham, said,** "You may be referred to a pharmacist for advice

by NHS 111 or a GP. If you're stable on your medication, regular repeat dispensing can be arranged between your GP and local pharmacist. You can also set up your repeat prescriptions through the NHS App or through your GP website.

As part of the local NHS Primary Care team, we work very closely with our local GP practices to support patient care and help patients manage their health needs and medication requirements. Your local community pharmacy is the NHS on the High Street, do come to us first for your health care needs."

# What if the help I need is not medical?

**Many things affect our health and wellbeing. This includes loneliness, stress, worries about money, debt, housing, unemployment, caring responsibilities, and relationships. These cannot be fixed by something that comes in a tube or a bottle, but social prescribing can help.**

**Diana Norris, Bromley Lead Social Prescribing Link Worker explains,** "If you are finding it hard to cope and need some help, ask anyone in your GP practice for an appointment to see the social prescriber. Your social prescriber will spend time with you, listen to what you need and connect you to services and local groups who can provide practical and emotional support. This may include introducing you to a community group, local club, or new activities or helping you find benefits advice or debt counselling. We are there to help you feel better".

**"For somebody who has always been a copier, and suddenly realising you can't cope, making that first step to say I can't cope, is a big one."**

**Contact your GP practice to find out how social prescribing can work for you.**



**Kassum is a social prescriber in Bromley.**

"I love seeing the difference that social prescribing can make in people's lives. Most people just want to

be heard and get support in dealing with whatever issue is making their life tougher than it needs to be. You don't need to be an expert in everything your local community has to offer. Whether it's volunteering opportunities, walking groups or ideas to boost your emotional wellbeing, just ask for help in finding the support you need, and we'll work it out together from there".



# 111.NHS.UK



## Help us help you

**“ If you have an  
urgent but not  
life-threatening  
medical need, please visit NHS  
111 online first rather than  
going straight to A&E. NHS 111  
online will help you right away  
and, if needed, a healthcare  
professional will call you. ”**



**Dr Rob Davidson,**  
South East London 111  
Clinical Lead

### The NHS 111 website will tell you:

- where to get help for your symptoms, if you're not sure what to do
- how to find general health information and advice
- where to get an emergency supply of your prescribed medicine
- how to get a repeat prescription

### How does it work?

You answer questions about your symptoms. Depending on the situation you will:

- find out what local service can help you and how to access them

- be connected to a nurse, emergency dentist, pharmacist or GP to discuss your symptoms and potentially issue a prescription or book you in to be seen by the right clinician
- Get a face-to-face appointment if you need one
- Be given an arrival time if you need to go to A&E – this may mean you spend less time there.
- Be told how to get any medicines you need.
- Advised on self-care
- Be advised to go to an urgent treatment centre.



Go online at  
**111.nhs.uk**

SCAN ME



# Mental health and wellbeing

If you or a loved one is experiencing a mental health crisis, call the 24 hour Crisis Line service on **0800 330 8590**. This service is run by mental health professionals at Oxleas NHS Foundation Trust.

“Looking after our mental health is something we should think about all the time and really invest in, just like we do with physical health. If you are struggling, you are not alone. Please reach out to the help that is available.”



**Dr Abimbola Fadipe,**  
Medical Director,  
Oxleas NHS  
Foundation Trust

There are a number of services available to help you in Bromley.

## These include:

For general advice on your mental wellbeing: [www.nhs.uk/mental-health](http://www.nhs.uk/mental-health)

## Support for adults:

- Adult Talking Therapy services. You can refer yourself. [www.talktogetherbromley.co.uk](http://www.talktogetherbromley.co.uk) or call 0300 003 3000
- The Bromley Mental Health Hub provides a single point of access for adults who need support with their mental health and wellbeing. The service provides 1:1 support for

self-management of mental health symptoms and diagnosis, as well as access to secondary care and psychological therapies. Your GP can refer you to this service.

## Support for children and young people:

- Single point of access for children and young people who need mental and emotional wellbeing help. Visit [www.bromley-y.org](http://www.bromley-y.org) or call 020 3770 8848
- Speak to your child's school, as they often have helpful resources and links to mental health and wellbeing support for your child.

If you remain worried about your own or your child's mental health and wellbeing, speak to your GP practice. They will be able to signpost you to appropriate services.

# Keep your child well

**Protect your child from COVID-19, flu, and other serious diseases by keeping their vaccinations up to date. Read more on page 5.**

**“ It is normal to feel worried when your child is ill. Most illnesses get better by themselves. Please trust your instincts. Protect your child against serious diseases by keeping their vaccinations up to date. ”**



**Dr David Osoba,**  
Lead Community  
Paediatrician at  
Bromley Healthcare

## Asthma

If your child is asthmatic, please make sure they are using their inhaler properly, so the medicine reaches their lungs. They should attend an annual asthma review and have an up to date asthma plan.

## Winter ailments

Most illnesses get better by themselves. Coughs, colds, and wheezing are all more common in the colder months. Keep some essential medicines and first aid supplies at home. Please keep these out of the reach of children, check regularly they are still in date and read the instructions.

## High temperatures

If you think your child has a temperature, check this using a thermometer. The normal range is about 36.4°C but can vary. A fever is a high temperature of 38°C or more. This is common and is the body's way of fighting an infection such as a cough, cold or during teething and after a vaccination. You do not need to treat every temperature with medicine but if your child is distressed you can give them paracetamol or ibuprofen. Antibiotics are only needed for bacterial infections – not viruses. Taking antibiotics when they are not needed could cause side effects and stop them working when they are really needed.





## When to seek help

Trust your instincts as you know your child best. Contact your GP practice (or NHS 111 if your practice is closed), if you are worried or if your child:

- Is under three months old and has a temperature of 38°C or above.
- Is between three to six months and has a temperature of 39°C or above.
- Has a fever for more than five days.
- Is less active than usual.
- Is getting worse instead of better
- Finds breathing hard work and is flaring their nostrils or sucking in their ribs and tummy, or if they are unable to complete a sentence without stopping for breath.

## Seek immediate help if your child:

- Is dehydrated (dry nappy, no tears when crying, sunken eyes or dry lips)
- Is drowsy or unusually sleepy or difficult to wake up
- Is irritable, confused or agitated
- Has a fit for the first time (a stiff body with jerky movements)
- Has unusually cold hands and feet



For more information on childhood health, visit [www.nhs.uk/conditions/baby/health/looking-after-a-sick-child/](https://www.nhs.uk/conditions/baby/health/looking-after-a-sick-child/)

# Want to make a difference?

**“** Involving Bromley residents in the work we do is critical. It provides us with valuable information about what is working well and what needs to be improved.

Residents are also helping us to share important health information in their community. **”**

**Teresa Rodriguez,**  
Communications and  
Engagement Manager

**We have a patient network made up of Bromley residents who share their views and experiences of local services, feedback on our plans and get involved in our work. We also have community champions who support us to reach Bromley residents with important information about their health and local services.**

If you enjoy helping others and have some time to spare, why not join us? You can get involved as much or as little as you can manage.



For more information, please text or call **07824 503760** or email **onebromley.champions@selondonics.nhs.uk**

## Useful contacts



**Bromley Council**  
020 8464 3333 or visit  
[www.bromley.gov.uk](http://www.bromley.gov.uk)

If you are struggling to keep a healthy weight, you could try the free NHS weight loss online programme [www.nhs.uk/better-health/lose-weight](http://www.nhs.uk/better-health/lose-weight)

Information on Bromley primary care services is available at: [www.selondonics.org/Bromleyprimarycare](http://www.selondonics.org/Bromleyprimarycare)

**Bromley Well**

**Bromley Well**  
Freephone 0808 278 7898  
or visit [www.bromleywell.org.uk](http://www.bromleywell.org.uk)

Bromley Well is a partnership of local charities which provides free support to help you stay emotionally and physically well.

**Mental Health Crisis Line**  
0800 330 8590

If you would like this guide in another language or format (such as large print) please email [bromley.contactus@selondonics.nhs.uk](mailto:bromley.contactus@selondonics.nhs.uk) or call **07824 503760**