



THE BROMLEY COMMON PRACTICE

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THE BROMLEY COMMON PRACTICE PATIENT PARTICIPATION GROUP (PPG) SPRING 2022 NEWSLETTER

Welcome to our latest newsletter. It has been some time since our last newsletter and there are a number of changes to inform you of.

Staff Changes: Dr Chandan left at the end of January due to moving out of the area, he is joining a practice in Maidstone.

Dr Kulkarni has joined as a salaried GP and we welcome her to the practice.

Nurse Kimberley has joined the practice, some of you may have met her at the first flu clinic.

Karen Tobin is now the Operations Manager and Katie Mitchell has joined Southborough Lane surgery as their practice manager on a part time basis.

Dr Vinyas Singh will join the practice on 1st April 2022 as a salaried GP.

The practice are actively recruiting for GP's and recognise that a male GP is needed but fewer are coming into the profession.

Appointments: Must still be made by telephone or e-Consult even though the surgery doors have reopened. The receptionists will not be able to make your appointment at the desk. There are a few routine face to face appointments that can be booked in advance by telephone. Face to face appointments on the day are still happening but they will either be allocated by a GP once they have spoken to you or once a receptionist has asked questions. GP's have applied a criteria in which the reception staff can give you an on the day appointment.

Telephone appointments or e-consult will be the norm now in the first instance.

New Telephone System: A new telephone system will be installed soon and it will tell you where you are in the queue and will have a facility for you to leave the phone call and the system will call you back when you are next in the queue. This will hopefully improve the patient experience.

Parking: The Chair of the PPG has written to the owners of Trinity Village regarding residents parking in the spaces allocated to the surgery that it pays for as it has become difficult for patients to park since the surgery reopened. They are speaking to their managing agents to resolve the matter.

Survey: We want your views! Please click on the link to complete the survey.

<https://www.surveymonkey.co.uk/r/8LWZ5LL>

WE NEED YOU! The PPG need more members! Meetings are currently being held at 4pm on a weekday. For more information, please contact the surgery asking for your details to be passed onto the Chair Tina Fatcher-Smith who will contact you or speak to one of the GP's. Become a patient voice!

Dr Asha R Chagarlamudi *MBBS, DRCOG, MRCGP* • Dr Chandima G Sriwardhana *MB CHB, MRCGP*
Dr Savi Wijayatilake *BSc (hons), MBBS, MRCGP, DFFP*
Dr Priyanka Kulkarni *MBBS, MRCGP, DRCOG, DPD(Cardiff)*