



# BELVEDERE MEDICAL CENTRE NEWSLETTER ISSUE TWO—AUTUMN 2019

Published By The Patient Participation Group

## Welcome To Your Second Newsletter

The Patient Participation Group is a group of volunteers helping to support Belvedere Medical Centre in enhancing its service provision. As part of meeting the NHS plan to involve patients and the public in health decision-making Belvedere Medical Centre will facilitate Patient Participation Group meetings.

### In This Issue

- Know your Doctors
- The PPG want to hear from you
- 10 Minute Appointments
- Primary Care Networks
- Ageing Well 2019
- Advocacy For All
- Forthcoming PPG Meetings

#### *The PPG want to hear from you.*

Tell us by completing the tear off slip below and hand it in at reception or email us at:

**bmcppg@yahoo.com**

#### *Do you want to be kept informed of the latest news from the PPG?*

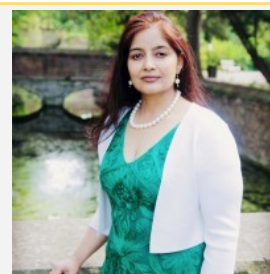
Email 'keep me informed' at

**bmcppg@yahoo.com**

and we will send you updates by email. Please be aware that this email address is for contact with the PPG only

### About Doctor Vimble Bhalani

Dr Bhalani is a female doctor who has been with the Belvedere Medical Centre since April 2017. She has been a GP within the NHS since 2006; in Bexley since November 2007.



Dr Bhalani is passionate about improving patient centred care reducing duplication & fragmentation in the current NHS system, with a firm belief in patient "self-empowerment". She is an avid practitioner of Yoga, meditation & Mind-fullness. Earlier this year Dr Bhalani completed her Yoga Teachers Training. In what spare time she has, Dr Bhalani loves walking & teaching MindYoga to health professionals.

Growing up in Gujarat, India, she attended St Xavier's High School in Ahmedabad until she was 17 years old. Dr Bhalani gained her Bachelor of Medicine/Bachelor of Surgery (MBBS) qualification in 1996 & graduated from the Sardar Patel University India in 1997. She served as a General Practitioner in Indian Army Medical Corps (AMC) for 5 years.

Dr Bhalani came to England in 2003 & spent the following three years furthering her medical knowledge within the Bromley Vocational Training Scheme. She is fluent in English, Gujarati, Hindi & Urdu.

### 10 Minute Appointment

We understand that the vast majority of patient consultations are completed within 10 minutes and this allows the practice to keep appointments running to time, and reduces the knock on effect of waiting times for you. We have been asked to remind patients that they should inform the clinician of their main/most important problem first. If you want to discuss a number of problems, it would be advisable to request a 20 minute appointment slot.



Tear off this slip and hand it in at Reception for your personal copy of future Patient Group newsletters

Name:.....

E-mail address: .....

## Primary Care Networks (PCNs)

Primary care and community care are at the heart of the NHS Long term plan. The plan sets out an ambition for all GP practices to come together with neighbouring and associated practices in "Primary Care Networks" (PCN) to meet the needs of local populations. The PCN plan for Bexley became effective from 1st July.



In Bexley, the Clinical Commissioning Group are fully committed to ensuring enhanced, sustainable and modern care for our residents, and general practice is at the heart of this approach. Bexley's 23 GP Practices have already been working together in clusters/localities for some time.

Belvedere Medical Centre is part of the North Bexley Primary Care Network, of which there are 8 practices covering approximately 95,000 patients.

As part of a PCN, GPs will be able to recruit multi-disciplinary teams, including pharmacists, physiotherapists, paramedics, physician associates and social prescribing support workers, freeing up family doctors to focus on the sickest patients.

For more information visit the Bexley Clinical Commissioning Group Website:

**[www.bexleyccg.nhs.uk/Your-Services/primary-care-networks-pcn.htm](http://www.bexleyccg.nhs.uk/Your-Services/primary-care-networks-pcn.htm)**

## Ageing Well 2019

Bexley's popular Ageing Well event for local older residents, families and carers returns Saturday 12<sup>th</sup> October. It will take place from 11am to 4pm at the Civic Offices, Bexleyheath.

The free event is a chance to find out more about the wide range of support, opportunities and activities on offer in the borough. Last year's event attracted over 250 people and feedback from visitors was extremely positive. More than 30 organisations and community service providers will be on hand to give advice, support and information to visitors. The fun includes free entertainment, refreshments and parking for everyone who attends. There is no need to book – just turn up.



## Advocacy For All

Advocacy for All provides an independent NHS Complaints Advocacy Service for Bexley residents who want to complain about NHS services, including hospitals, GP surgeries, dentists and ambulance services. They give people the opportunity to speak confidentially to somebody independent of the NHS and help them through the complaints process, including writing letters, attending meetings and talking over what to do at each stage. They don't give legal or medical advice, but can signpost people to the right advice. They try to ensure that complaints are used positively to improve NHS services for the whole community. Visit the website: **[www.advocacyforall.org.uk](http://www.advocacyforall.org.uk)**



## Patient Participation Group Membership

If you are interested in joining the Group, our next meeting at the practice will be Wednesday 6th November @ 6pm

Please email the PPG Chairman for details;

**[bmcppg@yahoo.com](mailto:bmcppg@yahoo.com)**

**Tear off this slip and hand in at Reception for your personal copy of future Patient Group newsletters**

**Name:** .....

**E-mail address:** .....