

# ONE BROMLEY

WORKING TOGETHER TO IMPROVE HEALTH AND CARE IN BROMLEY

## Caring for you in Bromley

### During Covid-19

This leaflet provides information on:

- Changes made to Bromley health and care services to keep you and our staff safe.
- How we can all help reduce the spread of the virus.
- Staying safe and well over winter.



### How has Bromley been affected by Covid-19?

By September 2020, over 300 Bromley residents have died from Covid-19 and over 1,500 cases have been reported.

The recent increase in cases shows the virus has not gone away. We have Covid Outbreak Plans to manage increased cases but PLEASE follow government guidelines to keep safe. Visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

### Your GP services are open

Please seek help early rather than leave symptoms to get worse for any health complaint.

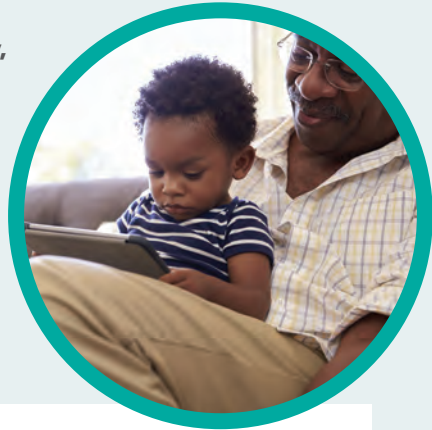
Telephone, online and video consultations are available; you can be seen face to face if necessary but please wear a face covering. Please make sure you are registered with a GP.



## Responding to Covid-19 in Bromley

**If you have used health and care services recently, you will know that changes have been made. More consultations are online, by video or telephone, but you can be seen face to face if necessary.**

Health and care services in Bromley work very closely together all the time. This really helps when new arrangements have to be quickly put in place to care for patients and residents.



### What we did:

- **Took care of residents most at risk** of the virus and asked to shield. This included providing volunteers to help them at home, arranging emergency supplies of food and setting up a new assistance helpline.
- **Freed up hospital beds** by safely discharging people home, and continuing to look after those who needed it once they left hospital. Extra beds were set up in a Bromley residential home to look after those discharged after treatment for Covid-19. Patients were able to complete their isolation period and get an assessment for any long term care and support needs.
- **Kept a close eye on** what services were needed the most so they were always available.
- **Set up a new community Covid-19 service** to assess over the phone and treat people at home and at a new community Covid centre.
- **Assessed what services** could be safely paused whilst we focused on caring for people with the virus.
- **Made sure our staff** had the right equipment to keep them safe whilst caring for patients.



## What is different?

Changes we put in place to manage the virus will continue for some time.

### These include:

- **Online, video and telephone consultations** for outpatient services; these also reduce waiting and travel times. Face to face appointments are available when needed.
- **Fewer face to face appointments**, to reduce numbers coming to community and hospital clinics.
- **Infection control measures** in all face to face services, including personal protective equipment, hand sanitising, face coverings and social distancing.
- **Appointment only blood testing services**, in several sites across Bromley. Book an appointment online by visiting [www.bromleygpalliance.co.uk](http://www.bromleygpalliance.co.uk) or call 020 3930 0245.

- **Changes to the location of some services**, to meet social distancing guidelines and keep our residents and staff safe.

Our priority is to keep you safe from Covid-19 whilst caring for you and your family. Although numbers of Covid-19 cases are increasing, more services are reopening. Please have any vaccinations you are due and attend cancer screening appointments.



**Services will be there for you when you need them. Please do not delay seeking help if you are unwell. Face to face appointments are available if clinically needed.**

## Keep safe and well over winter



### You can help us keep you safe and well over winter

- Make sure you are registered with a GP. [www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice](http://www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice).
- Have a flu vaccination, especially if you are at higher risk (over 65, pregnant, have a long term condition etc – visit [www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine](http://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine) for more information).
- Look after your health and manage any long term conditions.
- Call 111 if you need help or advice and cannot wait to see your GP.
- Treat minor ailments and illnesses at home or seek advice from a pharmacist.
- Only use A&E services in a life-threatening or serious situation.

### Protect yourself from Covid-19

- Follow all Government guidelines including social distancing, good hygiene and using face coverings. More information is available at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus).

### If you develop symptoms (high temperature, continuous cough, loss of or change to sense of smell or taste)

- Self-isolate with other members of your household. [www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate](http://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate)
- Order a test to find out if you have Covid-19. [www.gov.uk/getting-tested-for-coronavirus](http://www.gov.uk/getting-tested-for-coronavirus).

### Get a test

If you have coronavirus symptoms or have been asked to get tested, visit [www.gov.uk](http://www.gov.uk) or call 119 if you don't have the internet.

**Covid-19 testing facilities are available at a number of locations in Bromley.**

**Bromley Well**

Bromley Well provides help for you to stay emotionally and physically well and to remain independent. Visit [www.bromleywell.org.uk/our-services](http://www.bromleywell.org.uk/our-services), email [spa@bromleywell.org.uk](mailto:spa@bromleywell.org.uk) or call **0300 330 9039**

More information is available at [www.selondonccg.nhs.uk](http://www.selondonccg.nhs.uk) (search Bromley) or [www.bromley.gov.uk](http://www.bromley.gov.uk)