



# LUDHAM AND STALHAM GREEN SURGERIES

## NEWSLETTER: FEBRUARY 2011

Issue 8

Welcome to our February newsletter.



### Bank Holiday opening

We are closed for the following various bank holidays:

**Fri 22<sup>nd</sup> April – Good Friday**

**Mon 25<sup>th</sup> April – Easter Monday**

**Fri 29<sup>th</sup> April – Royal Wedding Bank Hol**

**Mon 2<sup>nd</sup> May – Mayday Bank Hol**

**Mon 30<sup>th</sup> May – Spring Bank Hol**

If you need an emergency doctor when the surgery is closed, please call 01692 678611.

For health advice 24 hours a day contact NHS Direct  
Tel: 0845 4647 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



### Dispensary News

Please ensure that you have sufficient medication to cover holiday periods. If you are ordering medication or repeat prescriptions during the busy lead-up to the

holidays, **please allow at least 3 working days and wait until after 11am to collect your medication.**

This may prevent a return journey as many medications have to be ordered. Extra time is needed if you order on a day that is half-day closing (Ludham – Wed, Stalham Green – Thurs).

Just a reminder that you can order your repeat prescriptions from our website:

[ludham.dispensary@nhs.net](mailto:ludham.dispensary@nhs.net) or  
[stalhamgreen.dispensary@nhs.net](mailto:stalhamgreen.dispensary@nhs.net)

The answerphones are:

Ludham – 01692 678102 and Stalham – 01692 584919,  
or hand-deliver your repeat prescription at the front entrance of both surgeries.



### March 9<sup>th</sup> is No Smoking Day.

Our Smoking Cessation Clinic can support you. Our Specialist Advisor with Norfolk Stop Smoking Team holds a weekly clinic at Stalham Green Surgery

on a Tuesday afternoon. This treatment combines medication support (all products are on prescription) with personal support to make the changes needed. This combination makes it four times more likely that you will quit and stay quit. Contact Reception for an appointment.



### Bringing in a specimen?

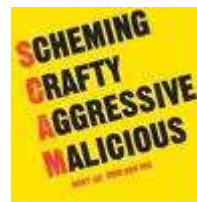
Please bring your specimen (urine, stool, sputum) **before 11.00am** or it may miss that day's collection for the lab.



### North Norfolk Workout Project

This lottery funded project gives people meaningful activities

outdoors in local green spaces including conservation of nature and wildlife habitats. Your physical and mental health could benefit from company and exercise, whatever your ability. You do not have to be fit and healthy to start and you can go for a "taster" or sign up for a 1-3 hour session. Contact the Project Officer Mark Webster on 01263 516336 for more information.



### Don't become the victim of a Scam!

Every year, three million people fall victim in the UK, often losing hundreds or even thousands of pounds. The scammers are clever, and all kinds of people from all walks of life get duped. There's a scam for everyone – no matter how alert or clued up you think you are. **Scams are schemes to con you out of your money. They usually come by post, phone or email.** There are hundreds of scams – fake lotteries and prize draws, get-rich-quick schemes, bogus health cures, investment scams, pyramid selling.

### Spotted a scam?

If in doubt, don't reply. Instead, bin it, delete it or hang up. You can also report the scam to Consumer Direct at [www.consumerdirect.gov.uk/scams](http://www.consumerdirect.gov.uk/scams)

If you think you've been caught by a scam, call **Consumer Direct for advice on 08454 04 05 06**



### Healthy diet?

We are lucky enough to have a dietitian who runs sessions twice a month to provide help and advice on all dietary matters. If you feel this could help your lifestyle or disease management, discuss with your doctor who can refer you.



## Bowel Cancer: Are you aware of the symptoms?

Cancer is the second biggest killer in England and our 5-year survival

rates are lower than average across Europe. Early diagnosis is vital so if you have:

- rectal bleeding (blood in your "poo") or
- a change in bowel habits (frequent loose stools or going more often than usual)

and you are worried or symptoms last for 3 weeks or more, see your GP and get it checked.



## Health Awareness Events

Here are just a few events locally / nationally over the coming months. For further information please visit

[www.equip.nhs.uk/Events/EventList.aspx](http://www.equip.nhs.uk/Events/EventList.aspx)

### February

Raynaud's Awareness Month

National Heart Month

Scam Awareness Month

21<sup>st</sup> Eating Disorders Awareness Week

22<sup>nd</sup> National Orthodontic Week

25<sup>th</sup> Dignity Action Day

28<sup>th</sup> Rare Disease Day

### March

Great Daffodil Appeal

Prostate Cancer Awareness Month

Ovarian Cancer Awareness Month

1<sup>st</sup> Self Injury Awareness Day

2<sup>nd</sup> Endometriosis Awareness Week

9<sup>th</sup> No Smoking Day

21<sup>st</sup> Down's Syndrome Association Week

21<sup>st</sup> National Salt Awareness Week



## Missed Appointments – please think of others who need to be seen.

Patients not turning up for their appointment is still a real problem made worse by the winter weather. If you cannot attend your appointment, please call and notify us before your allotted time so that the free appointment can be given to another patient.



## Summary Care Records

The NHS is changing the way we store and manage your health records. The Summary Care Record is an electronic record which will

give healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment when you need care in an emergency or when your GP practice is closed. If you are happy for the NHS to make a Summary Care Record for you, you do not need to do anything, it will automatically be made for you. Everybody can choose not to have a Summary Care

Record if they wish to "opt out". For more information, pick up a leaflet or ask at Reception for an "opt out" form or look online at [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)



## Support for Carers

Stalham and District Carers Support Group offers friendly support and information for all carers. The group meets on the **first Friday each month 10am – 12 noon** at **Portalfields (Victory Housing) Community Lounge, Campingfield Lane, Stalham**. For more information please phone **Rosemary 10692 581884** or **Pat 01692 678477**.



## Our Computer System

Emis is the main clinical system used by the practice



for managing patient records, appointments, recording of work done and reporting of outcomes to the PCT and other bodies. It is used by the practice's two sites (Ludham and Stalham Green). The current Emis-LV system is an old DOS (text) based system. Within the next 6 to 12 months we hope to be moving onto Emis Web, a new more intuitive system, easier to operate and with better features.

The current system, whilst performing well, is becoming outdated and there is the risk of the practice falling behind in its capabilities to share data and report outcomes. We are currently waiting for national approval to be given to the Dispensary module of the system before we go ahead, so we will keep you informed of progress.

## Sorry, we are closed...

Closing the surgery is not something we do lightly, but sometimes we need to bring all our Reception and

Dispensary staff together for training or essential staff meetings. We will be **closed** between **1.00pm and 2.15pm** on the following dates:

**Tuesday 1<sup>st</sup> March** (Dispensaries only, Reception open)

**Friday 15<sup>th</sup> April**

**Friday 13<sup>th</sup> May**

## Generous donations

We have received recent donations from Broadland Hams who presented a cheque for £200 after a collection at the Ludham Village Pantomime, Hansel and Gretel, in December, and several private donors. Donations have contributed towards a new spirometer. We thank all our kind donors.

## What do you think?

As always, if you have any comments or suggestions for our newsletter please let us know. Please contact:

Kate Gabriel on 01692 677031 or e-mail her at

[kate.gabriel@nhs.net](mailto:kate.gabriel@nhs.net)