



LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER

AUTUMN 2013



Welcome to our Autumn newsletter.



New Clinical Computer System

On Friday 22nd November our new computer system will be installed. We aim

to make the transfer to the new system as smooth and trouble-free as possible, but there will be some changes to our normal service during the change-over period. Appointments and consultations may take a little longer until we all get used to the new system, test results will not be available on 22nd Nov, repeat prescriptions will take 4 working days to process between 22nd Nov – end Dec, and Dispensaries will be closed 5-6pm on Thurs 21st and 8.30am-1pm on 22nd Nov.

We are confident that disruption to our patients will be minimal but with new technology there are no guarantees so please bear with us if you experience delays whilst our doctors, nurses and staff familiarize themselves with the new system.

New Service – Text Appointment Reminder

We now have the facility to send a free text reminder to your mobile phone so you need never forget another appointment. Just check at Reception that we have your mobile number.



Farewells and Welcomes

Since our last newsletter we have said goodbye to Dr S Sudlow (we wish her a happy retirement), Dr T Flahive, Dr C

Sieber and Kate Gabriel (Practice Manager).

We have said hello to Dr C Blake, Laura Halls (Practice Manager), apprentice dispensers Lucy Gladden & Joe Thomas. Dr N McCardel is also now working full-time with us.

Do you care about the quality of services provided by the surgery?

Would you like to help us continue to improve our services? The Patient Participation Group is made up of patients from both the Ludham and Stalham Green surgeries. Its role is to offer constructive suggestions on how we can improve, compliment us when we are getting it right, help to promote health campaigns and to be consulted on proposed developments to improve the quality of health services provided.



Patient Participation Group

The current group of patient volunteers meets about 4 times per year and is keen to recruit new members who are willing to give a little of their time to help the group undertake its role well. We really want to make sure

that the group is truly representative of the community served by both practices. If you would be interested in being involved with our Patient Participation Group please contact Laura Halls (Practice Manager) on 01692 677031 or e-mail her at l.halls@nhs.net

Dispensary News



Please note that we have changed the time needed to prepare your repeat prescriptions. This should allow us to complete your prescription orders because it gives time for orders to arrive at our dispensaries.

- **please allow at least 3 working days** and
- **wait until after 11am to collect your medication**
- **Christmas deadline – to guarantee your repeat prescription order before Christmas, please submit your request by Monday 16th December.**

Remember, extra time is needed if you order on a day that is half-day closing (Ludham – Wed pm, Stalham Green – Thurs pm).

You can order your **repeat prescriptions** from our website:

ludham.dispensary@nhs.net or
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.

Christmas Closing

We will be closed on the following dates over the Christmas and New Year period:

- Wed 25th December
- Thurs 26th December
- Wed 1st January

All other dates we will be open as usual.



Shingles Vaccinations

Shingles is a very painful skin disease caused by reactivation of the chicken pox virus. In some rare cases it may even be fatal. A vaccination is now available and is initially being offered to patients aged 70 & 79 years. Unlike the flu jab, you only need one injection to provide protection for about 3 years. Please ask at Reception for more information.



Generous donations

We were delighted to accept a donation from patient and local artist **Robert Chaplin** of one of his iconic prints of a beautiful local scene.

Ludham Butchers have kindly donated money from their book sales to provide two new INR machines. We thank all our kind donors.

Norfolk First Response Service



The Norfolk First Response Service brings together two highly successful services - Norfolk Swift Response and Norfolk First Support – to enable you to get a fast, efficient solution to your care needs.

Their priority is to help you remain independent in your own home and they can provide assistance with short or long term care needs, onward referrals, advice and information to help you choose the right help or service for you.

Norfolk Swift Response service offers 24-hour help, support and reassurance if you have an urgent, unplanned need at home but do not need the emergency services.

Norfolk First Support service provides intensive support in your own home for up to six weeks. If, for example, you have been in hospital and need support when you return home, Norfolk First Support is there to help you regain as much independence as possible.

For more information call 0344 800 8020 or email information@norfolk.gov.uk

Banging the DRUM for best practice in reviewing medicines

Staff at both our surgeries carry our regular DRUMs (Dispensing Reviews of the Use of Medicines). These are face-to-face reviews by trained dispensers with the patient to look at any problems with current medications such as potential side effects or problems with the use of the medicines. This gives the opportunity to answer any questions patients may have about their medicines, sometimes things they wouldn't ask the doctor because of time pressures or a fear of feeling silly. If there is anything the dispenser can't answer, or if they identify that the patient needs a full clinical review, they can make an appointment for the patient to discuss their treatment with their doctor.



The NHS Prescribing Advisor for the Anglia region has commended Ludham and Stalham Green for the way our DRUMS audits are done and has used us as an example of good practice in the region. If you take long-term medications and have not yet had a review, please ask at reception.

Congratulations!



Well done to:

Medical Secretary **Denise Hall** who has achieved her Diploma in Medical Administration.

Health Care Assistant/Dispenser **Kerrie Clarke** achieved her NVQ2 in Pharmacy Service Skills.

The Cinnamon Trust

It is widely acknowledged that pets can positively benefit the wellbeing of elderly owners. The Cinnamon Trust is the only specialist charity there to relieve the anxieties, problems and sometimes injustices faced by elderly and terminally ill people and their pets, thereby saving a great deal of human sadness and animal suffering. A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes until owner and pet can be reunited. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to a home where pets are not accepted.

To find out more call **01736 757 900**

General Enquiries Mon-Friday 9am-5pm

Emergency Calls available 24hrs or go to

www.cinnamon.org.uk



Sharing Care Data with the NHS

Sharing information held in medical records is important in helping the

NHS to provide better care. The NHS and the Health and Social Care Information Centre has developed a new system to use data from patient medical records to plan and improve health services. It will link data from GPs, hospitals and community health services to find more effective ways of preventing and treating illness, promoting public health and to guide decisions about how NHS resources are allocated. Your date of birth, postcode, NHS Number and gender (not your name) will be used to link your records in a secure system. Once this information has been linked a new record will be created which will not contain information that identifies you. The type of information shared and how it is shared is controlled by strict confidentiality rules. If you are happy for your information to be used in this way then you do not need to do anything. You can change your mind at any time. If you have concerns or just want more information, speak to us at our surgeries and we will record your wishes.

What do you think?

As always, if you have any comments or suggestions for our newsletter, please let us know. Please contact: Laura Halls (Practice Manager) on 01692 677031 or e-mail her at l.halls@nhs.net