



LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER



Welcome to our Autumn newsletter.



Flu Clinics

Peaks in flu cases are usually in December and January – if you are in an “at risk” group, please don’t leave it until there is a national panic before getting your jab!

The main groups are those aged 65 or over, those with long term illnesses, carers and pregnant women. Health care workers are also recommended vaccine to protect themselves and to help stop them spreading flu to their patients. This year our clinics are:

Wednesday 1st October, 9am-1pm 2pm-5pm
Ludham Village Hall, Norwich Road, Ludham

Wednesday 8th October, 9am-1pm
Hickling Barn, Tate Loke, Hickling

Thursday 16th October, 9am-1pm
Potter Heigham Village Hall, School Road, Potter Heigham

Thursday 30th October, 2pm-5pm
Stalham Green Surgery, Yarmouth Road, Stalham

No Appointment Necessary

Seasonal Flu for Children (Nasal Vaccine)

This year we are offering Fluenz Tetra vaccinations against seasonal flu for all children aged 2, 3 and 4 years, whose date of birth is on or after 02/09/09 and on or before 01/09/12. And all children in at risk groups up to the age of 17. Please contact the Surgery to book an appointment. Clinics bookable mid November 2014.

Shingles

From **1 September 2014**, anyone who is 70, 78 or 79 years of age **as at that date** is eligible for the shingles vaccination. By entering your date of birth into this interactive document you can find out if you are eligible.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341895/phe-8780-shingles-interactive-07.pdf

Thank you

A big thanks to Ludham Butchers and to all patients who have made donations towards our new ECG machine. Your generosity is most appreciated.



NEW - Managed Repeat Prescription Service

Both our surgeries now offer patients the option to use our new ‘Managed Repeat Prescription Service’. This means that when you collect your repeat prescriptions from Dispensary, you will request the next batch immediately by completing the prescription slip. You will be issued with a date on which your prescription will be available for collection. You can then be guaranteed that your items will be ready for collection on or after this date. We hope that this will help you to manage the collection of your prescriptions, reducing your risk of running out and needing an emergency order filled and it will also control the workflow in the Dispensaries.

Dispensary

If you are ordering medication or repeat prescriptions **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–Wednesday pm
Stalham Green–Thursday pm



Access Online

Not everyone can access the Surgery during our normal opening hours. Patient Access helps by letting you check, book or cancel your appointments and order repeat medication over the internet. This service is available to all patients aged 16 and over who have internet access. All you need to do is speak to Reception to get your user name and password, then you can start using the Patient Access service. Bring one piece of photographic identification then we can register you immediately and issue you with the PIN codes and passwords you need to log into the system. You will be given step by step instructions about how to register online and use the service. It is easy to use and it is completely free of charge.

Surgery Closures

We will be closed for training or essential staff meetings between **12.45 pm to 2.15 pm** on the following dates:

3RD OCTOBER 2014

5TH DECEMBER 2014

Dates are displayed on surgery notice-boards and on our website.



Staff News

New Apprentices - We welcome our new apprentices Paige (Reception) and Megan (Dispensary) who joined our 1 year apprenticeship programme in July and will be both be studying for a NVQ qualification.

Practice Nurse Annie retired on 29th Aug 2014

after 40 years in nursing. Many thanks Annie, you will be very much missed by patients and colleagues.

Kerrie was married in July 2014 – congratulations!



Patient Participation Group

Join the PPG

The Patient Participation Group meets for an hour about 4 times per year and helps us to improve the quality of health services we provide. We are always keen to recruit new members, or you could get involved by becoming a 'virtual panel' member where you may be contacted by email or telephone every now and again to answer a question or two. If you are a patient registered with us and interested in being involved with our Patient Participation Group or the Virtual Panel please contact **Laura Halls on 01692 677031**

Urgent 'same day' appointments with the on-call doctor



You will have noticed that demand for appointments is ever increasing. To ensure we can safely see those who need to be seen urgently (ie on the same day), we have one Doctor who is the 'On-Call Doctor' each day. This Doctor has same day appointments available to see those with urgent problems (conditions that are likely to get worse without prompt assessment or treatment). Demand can be variable and we endeavor to ensure those who need the on-call Doctors attention most urgently are seen as a priority. We therefore ask for your understanding that the times given for urgent appointments are a guide only.

To ensure we can practice safely, if you request an urgent 'same day' appointment, we may ask why you wish to see the Doctor. This both enables us to plan clinic times, and ensure that you are seen in a timely manner, as certain conditions will prompt an immediate response.

We are pleased to be able to offer the ability to book appointments ahead of time with any Doctor of your choice and at a variety of times. For the majority of health needs that are less urgent or ongoing conditions, we ask you utilize this service, rather than taking an urgent appointment.

We are grateful for your understanding and patience whilst we try to continue to provide a good service in the face of increased demand. We continue to review and adapt our appointment system.



Save our GP surgeries - sign online petition to support RCGP campaign

We would like to make you aware of this Royal College of GPs campaign and ask you to sign the online petition to ask the government to protect and support local GP surgeries. Despite carrying out 90% of all NHS patient contacts, general practice only receives 8.39% of the NHS budget in the UK — an historic low. By 2017, this is projected to plunge to just 7.29%. As a result, general practice is facing a growing crisis. To find out more and to sign the online petition, please follow this link <http://www.rcgp.org.uk/campaign-home/get-involved/petition/petition-england.aspx>

Fire Risk Warning: e-cigarettes for patients using Oxygen



A number of incidents have been reported across the UK involving e-cigarettes that have exploded or ignited while recharging or when used in an oxygen rich environment. Several brands have been implicated and incidents have occurred in premises and vehicles. Recharging modes included connection to a computer USB port, car cigarette lighter/accessory socket and connection to a mains recharger. It is possible the devices do not have adequate over-charge safeguards.

Advice is that E-cigarettes should not be used whilst a patient is undergoing oxygen therapy and batteries should not be charged near a patient undergoing oxygen therapy or near to the oxygen source itself.



Do we have your correct mobile phone number?

We can add this to your patient record to give us as many methods of contact as possible. We also 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 and remember to let us know if you change your number.



Blood tests

Remember to ring us or pop in a week later to check on your results.

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