



# LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER



Welcome to our New Year newsletter.



## Flu vaccinations

It is not too late to have your flu jab!

You are eligible to receive a free flu jab if you:

- Are aged 65 or over
- Are pregnant
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person
- Have a long term illness such as:
  - chronic (long-term) respiratory disease, such as asthma or COPD
  - chronic heart disease, such as heart failure
  - chronic kidney disease
  - diabetes

Health care workers are also recommended a vaccine to protect themselves and to help stop them spreading flu to their patients.

If you wish to have your flu vaccination, please contact the surgery to book an appointment.



## Dental Problems

If you have a dental problem, you need to see a Dentist. The GPs at Ludham and Stalham Green Surgeries cannot deal with dental problems as they are not qualified to

do so. If you need urgent dental treatment, you should contact your dental practice and ask to be seen as an emergency. If you do not have a regular dentist, you need to call NHS 111. NHS 111 will go through an assessment with you and signpost you to a local NHS dentist. If you have a dental emergency during the weekend call NHS 111 who will signpost you to an on-call Dentist in your local area. To find a NHS dentist in your local area call 0800 587 4132.

## Surgery Closures

Ludham and Stalham Green Surgeries will be closed between 12.45 p.m. and 2.15 p.m. on the following dates:

- 17<sup>TH</sup> FEBRUARY 2015
- 24<sup>TH</sup> MARCH 2015
- 14<sup>TH</sup> APRIL 2015
- 19<sup>TH</sup> MAY 2015
- 23<sup>RD</sup> JUNE 2015

The above closures are for essential staff training. We apologise for any inconvenience.

## Thank you

Ludham and Stalham Green Surgeries would like to thank our Patients for their kind and generous Christmas gifts. They are very much appreciated.

## Norfolk Deaf Association

Free Hearing Support Service at Ludham Surgery on Friday 6th February between 12noon-2pm.

The Hearing Support Service can help you by:

- Cleaning and retubing your earmoulds
- Changing and supplying batteries
- Helping you to fit your aid correctly and manage the controls
- Offering advice and information on how to manage your hearing loss

## Wasted medicines waste money

Unused prescription medicines cost the NHS across the UK over £300 million every year, with £4.9 million being lost each year in Norfolk through medicine wastage.

**£4.9 million could pay for:**

- **192 more nurses OR**
- **4,900 more drug treatment courses for Alzheimer's OR**
- **324 more drug treatment courses for breast cancer OR**
- **1,322 more hip replacements OR**
- **5,099 more cataract operations**

But there are ways you can help reduce the cost of wasted medicines! Remember, only order what you need, return unwanted medicines for safe disposal and take your medicines with you when you go to hospital. For more information visit [www.medicinewaste.com](http://www.medicinewaste.com)



## 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



## Blood tests

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

## 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. For more information, please speak to Dispensary.



## Ludham Village Car Scheme

We are very keen to support this very worthwhile initiative. Ludham Village Car Scheme involves a pool of local volunteers who use their own cars to help the residents of Ludham with medical related journeys, such as doctors, dentist, chiropodist appointments and collection of prescriptions. A small charge is made to cover expenses. To find out more, to book or to become a volunteer, contact the scheme co-ordinator, Jane James, on 01692 405914.

## The Wellbeing Service

The Wellbeing Service offers psychological therapies for those suffering with stress, anxiety and depression. The Wellbeing Service is accessed by either self-referral or by a GP referral. You can self-refer by visiting the website [www.readytochange.ork.uk](http://www.readytochange.ork.uk), sending an email to [NHSwellbeing@nsft.nhs.uk](mailto:NHSwellbeing@nsft.nhs.uk) or by telephoning 0300 123 1503. Alternatively, please make an appointment to see your GP.

## The Friends and Family Test (FFT)

From 1 December 2014, when you visit the practice you will be asked about whether or not you would recommend the surgery to your family and friends. The intention is to create a quick and simple way of collecting patient feedback to improve services. Your response is anonymous and you will be able to post the postcard in a ballot box in the reception area. If you are unable to answer the question, a friend or family member is welcome to respond on your behalf. You can also participate in the Friends & Family Test via our practice website, through the self check-in screen at our Stalham Green reception desk or via text message. The Friends and Family Test results will be published on the Practice website. The information will give the practice invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help the surgery to make improvements for patients.

## Leaving messages on voicemail or with family members

To maintain confidentiality, we will only leave messages with your consent so please inform reception for your permission to be added to your patient record.



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 on-call doctor

Please be aware that if you book an urgent 'same day' appointment with the on-call doctor, you may have to wait even though you will have been given a time for your appointment. This is because the on-call doctor is dealing with urgent appointments which may take longer for each consultation. Also we may ask why you wish to see the doctor because this helps us to manage the clinic times to reduce the time you may have to wait.



## 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.



## 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.

## 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](mailto:l.halls@nhs.net)