



LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER

SPRING 2015



Welcome to our Spring newsletter.

Choose well when the Practice is closed

If you have a medical problem that needs to be seen on the same day, during Surgery opening hours we will have a Doctor available to see you on the day. However, when the Surgery is closed, please choose your treatment carefully.

- 1.** Self-care - many minor illnesses can be treated with rest and a well-stocked medicines cabinet at home. Make sure you have your regular medicines, plasters, medicines for coughs and colds, re-hydration sachets etc. If you have any concerns you can call 111.
- 2.** Pharmacists will be able to offer you advice about over-the-counter medicines – for some health problems - such as coughs and colds.
- 3.** If you need to be seen immediately but you do not have a serious illness or injury, you can access the Timber Hill Health Centre in Castle Mall, Norwich (9am-7pm) open 365 days a year. The Minor Injuries Unit at Cromer will be open from 8am-8pm and closed on the bank holidays and Saturday and Sundays.

Remember the Out of Hours service is for urgent problems only, can it wait until the surgery is open?

There are 174 community pharmacies across NHS Norfolk and Waveney's area. Pharmacy opening times can be found on the NHS Choices website www.nhs.uk

Research

The surgery is part of the Clinical Research Network that allows high quality research to take place within the NHS, so that patients can benefit from new and better treatments. If you are eligible you could be asked if you would like to participate in a study, maybe during a consultation, by phone or post. Please know that you are under no obligation to do so, and your decision will not influence your care from us. Thank you to all the patients that participate for the benefit of all. If you are interested in participating in research then do enquire - there may be a study that suits you!

Friends and Family Test

The Friends and Family Test creates a quick and simple way of collecting patient feedback to improve services. You can participate in the Friends & Family Test via a questionnaire in each reception, our practice website, through the self check-in screen at our Stalham Green reception desk or via text message. Results from March 2015 showed that 125 Patients out of 140 were 'extremely likely' to recommend Ludham and Stalham Green Surgeries to their Friends and Family. The Friends and Family Test results will be published in the Practice and on the Practice website each month.



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.

Wasted medicines waste money



The photo below shows the amount of medication that was ordered for collection in December but was never collected. In addition to this many people order and collect medications that then sit in cabinets at home, untaken. 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. But you can help reduce the cost of wasted medicines! Remember, only order what medicines 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



Holiday season is approaching

If you are intending to travel abroad please ask for advice about immunisations and malaria tablets before you travel. You will be required to complete a travel form ideally at least 6 weeks before you travel to allow enough time for the assessment, ordering of the appropriate vaccines and treatment. Many vaccines have to be administered 4 weeks before travel.

Surgery Closures

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

14TH APRIL 2015
19TH MAY 2015
23RD JUNE 2015
21ST JULY 2015

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

Farewells and Welcomes

We said **goodbye** to Dr William Ince in February. He has moved on to a Partnership in Norwich.

We **welcomed** our new Registrar, Dr Elizabeth Shiner, in February 2015. Dr Shiner will be with the Practice for 6 months.

We said **goodbye** to our Senior Administrator, Shelagh, who retired in February 2015.

We said **goodbye** to Tracey, Quality Manager, in March 2015.

We **welcomed** Angie on 1st April, our new Office Manager.



Home visits

Whilst we will always strive to maintain a traditional and holistic approach to the care we provide to our patients we are currently facing an ever increasing number of requests for home visits. All of our Doctors undertake several home visits per day but we do only have a finite number of Doctors and amount of time to complete these in. Doctors are responsible for assessing requests for home visits on the basis of **clinical need only**. Social reasons or lack of transport are not appropriate reasons to request a home visit. Frailty, poor mobility, advanced age, pre-existing illness, and living in a care home are not automatic reasons for a home visit. Where a home visit is not appropriate, but the doctor has decided that a face to face assessment is still required, we will accommodate patients with a surgery appointment at an agreed time, and we will be happy to assist patients once they are on our premises. Please help us to continue to provide a high quality service for the benefit of all our registered patients.

New Consulting Room

Some of you will have noticed some building work going on behind the scenes at Stalham Green Surgery during the last month. We have been fortunate enough to secure funding to convert our back office there to a new consulting room and notes store. This should help provide some much needed extra space at Stalham where we have been regularly running out of rooms for seeing patients. The room has been refurbished to an excellent standard meeting all the latest safety and quality criteria, and will enhance our service and patient experience at Stalham Green. We hope to run sessions with visiting external medical professionals, and may be able to provide extra training too.

Extended Hours Surgery

The Surgery operates an extended hour's surgery each Monday from 6.30pm-8.00pm at alternate sites each week. The appointments are available to all Patients but are useful for those who are unable to attend Surgery during normal opening hours. Dispensary is available for acute medication on the evening but is not open for routine collections or queries.

Out of Area Registrations

From the 5th of January 2015 patients living in England can be registered with accepting GP Practices anywhere, even if the patient lives outside of the practice's boundary. Patients who work or visit an area on a regular basis may find it more convenient to register at a practice in this area rather than a practice closer to where they live. However, if it is found to be more clinically appropriate that a patient remains registered with a practice nearer to where they live, then they may be refused registration as an 'Out of Area' patient. This is to ensure that the best care is provided, for example if the patient is housebound and receives much treatment at home. We are now accepting "Out of Area Registrations". So if you live anywhere in England but would find it more convenient to receive healthcare at Ludham or Stalham Green Surgeries you can now ask for a registration form or for further information please visit the NHS Choices website.

Chaperone Policy

All patients are entitled to have a chaperone present for any consultation, examination or procedure if you feel you would like one. We have trained members of staff who can act as chaperones. Wherever possible we ask you to request a chaperone when you book your appointment so that arrangements can be made and your appointment not delayed in any way. Your Doctor or nurse may also require a chaperone to be present for certain consultations, in accordance with our chaperone policy. If you would like to see this policy, or have any questions or comments regarding this please contact the Practice Manager.



Surgery Website

We are keen for patients to regularly visit our website because it enables us to give Patients up to date information. Here are some of the things you may find useful:

- Our opening hours and Surgery closures
- The latest surgery news
- The clinics we run and services we offer
- Staff profiles
- Our policies in terms of confidentiality, complaints and comments
- Survey results and reports
- A wealth of links to NHS approved information and advice

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