



LUDHAM AND STALHAM GREEN SURGERIES

NEWSLETTER



Welcome to our Summer newsletter.



111 or 999

Many people are still not aware of the new NHS 111 number which can be contacted 24 hours a day, 365 days a year if you need urgent medical help that is not a 999 medical emergency. For life threatening situations such as heart attacks, strokes or serious accidents then dial 999 immediately. For other situations when you need urgent medical help or advice or perhaps your GP surgery is closed, you should dial 111. When you ring 111 you will be put through to a fully trained medical advisor who is supported by a team of doctors, nurses and paramedics. They will ask a few questions about your symptoms and refer you to the appropriate advisor or service. After contact with 111, a summary sheet about your call is sent to your GP surgery to ensure continuity of care. All calls are recorded so there is a full audit trail if you have any concerns about the treatment/advice you have received.

Named GP

From June 2015 all practices are required to provide all their Patients with a named GP who will have overall responsibility for the care and support that our surgery provides for them. This does not prevent you from seeing any GP in the practice as you currently do. Please note that the GP responsible for your care may be subject to change and reallocation in the future.

You do not need to take any further action, but if you have any questions or wish to know your named GP, please speak to Reception.



Emergency Contraception

If you have had unprotected sex, that is, sex without using contraception, or you think your contraception might have failed, you can use emergency contraception. Emergency contraception can be very effective especially if the emergency contraceptive pill is taken soon after sex, within 72 hours. Emergency contraception can be provided at Ludham and Stalham Green Surgeries.

Prescription Exemption

Exemption evidence from prescription charges **MUST** be produced each time medication is collected. Patients are responsible for providing this evidence. If you are unsure if you are exempt, please speak to dispensary.



Car Parking

Patients are requested not to park in front of the pathway. Many thanks for your cooperation.



North Norfolk

Gluten Free Products *Clinical Commissioning Group*

The CCG have decided to stop funding patients having gluten free food on prescription. This will save the local NHS budget £125,000. All gluten free food prescriptions will cease on **6th July 2015**. All Patients with gluten free products on prescription will have received a letter detailing the reasons behind this change. Should you require more information about this, please contact: James Leeming, the CCG's interim head of Quality, Innovation, Prevention and Productivity on 01263 738100.

Integrated Care Co-Coordinator

In North Norfolk there are 4 Integrated Care Co-ordinator's. Each Integrated Care Co-ordinator has a small group of surgeries they look after. Paula Horner and Stephen Little are the Co-ordinators for Ludham and Stalham Green Surgeries. They act as a pathway between Health and Social Services as well as between the various strands of health providers such as district staff, GP surgeries and hospitals. We feel that this is an excellent development in the care that can be offered to the community, leading to improved communication between all of the different parties, delivering focused care to the patient

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!

Staff News

Congratulations to our Dispensary Apprentice Megan, who became a permanent member of staff from 1st July.

We said **goodbye** to Paige whose apprenticeship ended on 30th June. Paige has successfully completed her Level 2 NVQ in Business and Administration and has a new job in a local GP Practice.

We **welcomed** Jennifer on 1st July, our new Clinical Data Manager.

Congratulations to Jess on passing both her BTEC and NVQ at Level 3 in Management.



Ear Syringing

Wax in ears is a natural common occurrence; it helps protect the lining of our ear canals. Some people accumulate more wax than others which can lead to a reduction of hearing. However ear syringing could cause harm such as irritating the lining of the ear, infection or worse perforate the ear drum and good clinical practice suggests that it should not be carried out on a regular basis. However, if this procedure is required it is imperative that olive oil should be dropped into the ear for 3 weeks prior to your appointment so that the wax is sufficiently soft enough to remove. If the member of the nursing team is not satisfied that the wax is soft then your procedure will be deferred, in your best interests.



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.

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 request that consideration be given to your registration. Each case will be assessed individually to ensure that appropriate care can be offered. For further information please visit the NHS Choices website.

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 JULY 2015
21ST JULY 2015
18TH AUGUST 2015
29TH SEPTEMBER 2015

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



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.

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 - www.ludhamsurgery.nhs.uk. As it enables us to give Patients up to date information.

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