



LUDHAM AND STALHAM GREEN SURGERIES NEWSLETTER



Welcome to our Winter 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

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

Shingles vaccination

From **1 September 2015**, anyone who is 70, 71, 72, 78 or 79 years of age **as at that date** is eligible for the shingles vaccination. Patients who were aged 79 on 1st September remain eligible until their 80th birthday. 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

Pneumococcal vaccination

The government recommends this vaccination to everybody aged 65 and over as well as those at greater risk from pneumonia, that is all people with diabetes, asthma, and other chest problems or heart disease, as well as people with kidney conditions and those immunocompromised. To book an appointment or to see if you are eligible, please speak to Reception.

Christmas Closing

Ludham and Stalham Green Surgeries will be closed on the following dates over the Christmas period:

- Friday 25th December**
- Saturday 26th December**
- Sunday 27th December**
- Monday 28th December**

Friday 1st January



We wish all of our Patients a Merry Christmas and a Happy New Year!



New Doppler machine

The surgery has purchased a new Doppler machine through kind and generous donations. A Doppler test measures a Patients circulation. Currently a Doppler test is a 40 minute nurse appointment; however the machine can carry out the test in less than 5 minutes. Everyone's generosity is most appreciated.

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

The last day to order repeat prescriptions for collection before Christmas will be:

Thursday 17th December (please place orders before 6pm)

Telephone System

We are pleased to announce that we now have a new phone system installed, by a different provider. The new company have been extremely helpful and knowledgeable, are based locally and have engineers available 24 hours per day 365 days a year. Thank you for your patience whilst we were having technical difficulties. We are confident that the new system is much more robust and will provide an enhanced service to patients.

Mole Clinic

? Mole ? Freckle ? Melanoma ?

CAN YOU TELL THE DIFFERENCE?

Ludham and Stalham Green Surgeries will be holding a Mole Clinic on Thursday 3rd March between 2.40pm – 4.50pm at Ludham Surgery.

To book an appointment, please speak to Reception.

Surgery Closures

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

- Jan 12TH JANUARY 2016
- 16TH FEBRUARY 2016
- 15TH MARCH 2016

The above closures are for essential staff training.



Disabled Parking Spaces

We have disabled parking facilities for disabled users; we politely ask that all Patients respect this.

Medication Reviews

All Patients are entitled to request a Medication Review at any time. If you wish to have a medication review with the GP, please book an appointment with Reception. If you wish to have a DRUM (Dispensing Review of the Use of Medication), please speak to Dispensary.

Healthy Heart and Diabetic Reviews

We no longer need fasting blood samples to check for diabetes and cholesterol levels.



Blood tests

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

Behind the Headlines

There is a website called 'Behind the headlines' found at www.nhs.uk/news/Pages/NewsIndex.aspx. It explains the facts behind NHS/medical related headlines in the news, with clinicians and scientists assessing the news stories and the publications they are based on to produce unbiased views for the public.

Staff News

Congratulations to Megan who has passed her Level 2 in Pharmaceutical Science. Megan is now a fully qualified dispenser.

We **welcomed** Charlie who joined the Dispensary team in October.

We **celebrated** 25 years' service by Jenny Blogg in November.

The Friends and Family Test (FFT)

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.



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**

Practice Infection Control

We aim to keep our practice clean and tidy and offer a safe environment to our patients and staff. Our GPs and Nursing staff follow our Infection Control Policy to ensure the care we deliver and the equipment we use is safe. For further information, please visit: <http://www.ludhamsurgery.nhs.uk/infection-control-64474.htm>

If you have any concerns about cleanliness or infection control, please report these to the Practice Manager.



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. Please bring 2 forms of ID, one of which is photographic, we can then 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