



# LUDHAM AND STALHAM GREEN SURGERIES

## NEWSLETTER



Welcome to our Winter newsletter.

### Christmas opening

The last day to order repeat prescriptions for collection before Christmas will be: **6PM Friday 15<sup>th</sup> December** (this is only specific to those who do not use the managed repeat service and have pre-ordered)

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

**Monday 25<sup>th</sup> December**  
**Tuesday 26<sup>th</sup> December**

**Monday 1<sup>st</sup> January**

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



### Blood tests

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



### Covid and Flu vaccinations

It is not too late to have your jabs!

You are eligible to receive a free covid and/or flu jab if you:

- Are aged 65 or over
- Are pregnant
- You are a carer and receive a carer's allowance
- Are employed by a registered residential care/nursing home or registered domiciliary care provider
- 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 vaccinations, please contact the surgery to book an appointment.



### Patient re-allocation

With GP changes at the surgery over the last couple of years, we have had to re-allocate some

patients usual GP. We will soon be sending out information to patients to confirm who their named GP is but if you would like to know sooner, please call the surgery. You can still request to see any GP but please be aware wait times may differ.

### Dispensary

If you are ordering medication or repeat prescriptions please allow at least **3 working days** to collect your medication. This may prevent a return journey as many medications have to be ordered.

Lud disp opening times:

Mon 9-6

Tues 9-6

Wed 9-1

Thurs 8.30-6

Fri 9-6

SGS opening times:

Mon 8.30-6

Tues 9-6

Weds 9-6

Thurs 9-1

Fri 9-6



### Unwanted Medication

Please do not dispose of unwanted medication in general household waste.

Unwanted medication can be brought back to the Surgery or taken to a Chemist for safe destruction.

Unfortunately millions of pounds worth of NHS medication is wasted every year. **We strongly encourage patients to only order medication that is needed and not to over order.**



### Providing ID when collecting controlled drugs

Whether you're collecting controlled drugs from dispensary for yourself or somebody else, dispensers are legally required to

ask for photo ID if they do not know the patient. Please be prepared to be asked when collecting prescriptions each time.

### Zero Tolerance Policy

Our staff are committed to providing quality healthcare services for the benefit of all patients. We will always try our very best to help to resolve any queries as quickly as possible. However, the Partners are determined to ensure that staff can work without fear of violence, and will not tolerate aggressive, threatening, or violent behaviour of any type towards them. If any team member feels they are being physically or verbally abused at any point, they will politely refuse to be treated this way and call for a member of the management team.



### Shingles vaccination

We are offering the Shingles vaccination to patients aged 70-79 years of age, who are turning 65 years old on or after 1st September 2023 or who are age 50 or older who are Immunocompromised. For further information on eligibility or to make an appointment, please contact reception.

## Online requests/forms

In 2021, digital requirements were introduced for all patients registered at a GP practice to have access to online consultation tools. Patients will be aware of this service when requesting an appointment. Clinicians use the online forms submitted by patients to make a clinical triage decision, based on the information submitted on the form; Therefore, if a patient submits the online form themselves, they can provide a first-hand account of their symptoms in detail, directly to the surgery.

We understand not all our patients have access to online services and our reception team are able to complete the same forms available online on the patients behalf to ensure all forms follow the correct channels.

You can access our forms via our website – [www.ludham.surgery.nhs.uk](http://www.ludham.surgery.nhs.uk)



## Upgraded phone system

We appreciate our call queues have increased over the years, especially whilst we help patients complete online forms who cannot do so themselves. We have

therefore upgraded our phone system to include a 'call back' feature. You can access this by calling the surgery and if you are caller number 5 or more, you can press option 8 on your keypad. This will hold your position and automatically call you back when you reach number 1 in the queue. Our system will attempt to call you up to 3 times if you do not pick up after the first attempt.

## Join the PPG

We're relaunching our Patient Participation Group and we'd love to recruit some new joiners! The PPG helps us to improve the quality of health services we provide. If you are a patient registered with us and interested in being involved please contact **Laura Holder (Practice Manager)** by emailing [l.holder@nhs.net](mailto:l.holder@nhs.net)

## Staff updates

**Apprentices** - We're pleased to announce we have recruited 3 excellent apprentices. Ashleigh (dispensary), Jake and Teela (administration) will be working closely with our senior members of staff across both sites during their training. We're very happy to welcome them to our ever-growing team, as I'm sure our patients will be too.

**Length of service** – Julie Ward (Dispenser) celebrated 25 years at the surgery in July 2023, whilst Julie Dalton (Medical summariser) celebrated 30 years at the surgery in November 2023. We'd like to congratulate them both on this milestone and thank them for all their hard work and dedication to the practice throughout the years.



## Additional Services /Signposting

Did you know we offer appointments with other clinicians, not just GPs and nurses? **Our reception or clinical team may signpost you to one of these more appropriate services when requesting a GP appointment, but you can also access these direct. Please complete an online form or speak to reception if you would like to book an appointment.**

**Social Prescribing** – Social prescribing involved helping patients to improve their health, wellbeing, and social welfare by connecting them to community services which might be run by the council or local charities.

**First Contact Physiotherapist** – Physiotherapists with an expertise in the assessment and management of musculoskeletal conditions. They are the first port of call for soft tissue injuries, sprains, strains, sports injuries, arthritis, possible muscle problems, spinal problems, changes to walking and more. FCP's can assess and diagnose, offer expert advice, and refer if necessary. It is not appropriate to see a FCP if you are under another service.

**Mental Health and Wellbeing Coach** – MHWC will not give their own opinions, advice or prescribe medication but will help you find your own solution. Whether that's making effective changes in your life or finding ways of coping with issues and can offer between 6-8 sessions.

**Mental Health Practitioner** – MH practitioners can assess and offer brief interventions for mental health issues. They are responsive for planning and providing support and medical and nursing care to people who have a range of mental health issues.

**Mind Enhanced Recovery Support Worker** – Offer hour long appointments as a safe space to talk through their issues and identify what they would like to work on. Recovery workers can also explore local groups to prevent social isolation and see patients for up to 6 sessions.

**Pharmacy Team** – Our qualified and experienced clinical pharmacists and pharmacy technicians work closely alongside our dispensaries and our clinical team. They can offer further advice on medication queries and perform medication reviews to ensure we continue to prescribe medications safely and follow up to date guidance.



## What do you think?

As always, if you have any comments or suggestions for our newsletter, please let us know. Please contact: Laura Holder (Practice Manager) on 01692 677031 or e-mail [l.holder@nhs.net](mailto:l.holder@nhs.net)

