



Surgery Newsletter 2018

Mattishall & Lenwade
Surgeries

Spring 2018

Welcome to the spring 2018 issue of the surgery newsletter. Inside this issue we hope to inform you of some forthcoming improvements that we are planning to the surgery, all of which are aimed at enhancing your experience when contacting the surgery and all as a result of feedback from our patients. So please keep your ideas and suggestions coming, they really do make a difference.

Mattishall Reception - Signposting

When contacting the surgery our medical receptionist may well ask you to give an indication of why you need to see the doctor so that you can be booked into the most appropriate appointment. Patients who request to see a particular doctor need to inform reception staff at the time of booking. Our reception staff are here to help you get the right service for your needs. Please do not be offended if they ask you 'what the problem is' when you call to make an appointment.

Once we have the details of the appointment required, the medical receptionist will be able to signpost you to the correct service such as: a doctor, a nurse or healthcare assistant, the dispensary for medication requests, the pharmacist for minor illness and medication advice, ICASH (Sexual Health), self-referral to physio or the wellbeing service, the walk in centre for appointments outside of the surgery opening times, A&E for life threatening conditions such as chest pain, unconscious or collapse, broken bones, head injuries etc and the eye casualty for eye injuries where vision is affected or there is pain. Thank you for helping us to help you

Please contact the surgery if unable to keep your appointment.

Mobile Telephone Contacts

Please make sure that you provide a current mobile number to the Practice and



also remember to inform Reception staff if you change your mobile number.

If we have your mobile number you will receive text confirmation and reminders for appointments. We also send out invites for immunisa-



Our online service is called SystemOnline.

SystemOnline allows you to do the following at a time convenient to you:

- book appointments
- view/request prescriptions
- view a summary of your patient record
- view test results
- view vaccination records.
- add/change contact details

Note: SystemOnline is only available from within the UK. You cannot access SystemOnline from abroad.

Registrations - please speak to a member of staff at either Mattishall or Lenwade Reception if you would like to register. Registration needs to be in person and you will be issued with a secure login and password. Please bring ID with you, such as a passport or driving licence.

When you have your user name and password, you can log in by visiting the following website. <https://systemonline.tpp-uk.com/>

Note SystemOnline passwords and password resets will not be given out over the phone.

Please only use the disabled parking bays if it is absolutely necessary



Don't forget to cancel your appointment if you are unable to make it.

There were 1658 wasted appointments between 1 Jan 17 — 31 Dec 17

Phone Request Repeat Prescriptions to be phased out.

The telephone requests for repeat prescriptions will be phased out and stopped during April 2018.

Patients requiring repeat prescriptions are requested to order their prescriptions by:

- A. SystemOnline
- B. Sign up to the free prescription service in Mattishall Pharmacy.
- C. Place their repeat prescription requests in the red box held in either the reception area or pharmacy
- D. Pass their completed repeat prescription request form to the prescription delivery driver. Please ensure this clearly states what is required and when.

Touch Screen Check-In



Patients are reminded to use the self check-in available at both Mattishall and Lenwade to confirm their arrival for appointments. This leaves Reception staff available to deal with queries from patients in person and by telephone. If you would like some help in how to use the touch screen please ask a member of Reception staff who are happy to help.

Virtual Patient Participation Group



Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your Practice?

Do you have access to a computer?

If you answered yes then join our Virtual Patient Participation Group

Visit: www.mattishall.co.uk

The Virtual Group provides the wider patient population with the means and the opportunity to get involved in the discussions and actions being taken helping to improve and increase the healthcare services at Mattishall and Lenwade Surgeries.

New Telephone System



We have recently introduced a new phone system into Mattishall and Lenwade Surgeries. When contacting the surgeries you will now hear an introductory message with up-to-date information and advice before being placed in a queue which will be answered by our next available member of the reception team. Since installing this new system on 15 Feb 18 the average time held in a queue during our busiest times is approximately 1 min 30 seconds. As your call is important to us we ask that you stay on the line until answered by one of our reception team.

Data Protection; 3rd Party Consent or Lasting Powers of Attorney.



The Practice is very careful when leaving patient messages via telephone/voicemail. If we are unable to speak with the person we are calling to speak to, we will not leave a message with another person/patient other than "who we are and please can you ask the patient to call us re an administration query", unless they have a signed third party agreement with the patient which is held on their medical record and can be verified by the recipient of the telephone call. We have a statutory obligation to protect patient information which at times can be of a confidential and sensitive nature. We use patient personal mobile telephone numbers for contact so please update us if you have changed your number. If we are unable to leave a message asking for "the patient to call us" we will then send a letter direct to the patient where contact is unsuccessful.

If you have a legal lasting power of attorney for the health and social care of a relative or friend then please ensure a copy of this is passed to us for inclusion in the individuals health record.

NHS E-Referrals

Most referrals to the hospital are now processed using the E-referral system to 'choose and book' your appointment. If you are told an appointment is not currently available and you have been added to a waiting list it may be some time before you are contacted again with the offer of an appointment. You should receive a letter to confirm this. In these cases if you don't hear from the hospital (it could be up to 18 weeks before your appointment), please ring the telephone numbers provided on your letter rather than contacting the Practice.

Please also note choose and book passwords and password resets will not be actioned over the phone.

NHS
choose and book

Copies of Results

Should you require a copy of any investigations or laboratory results, these can easily be obtained through registering with SystemOnline.

CQC Inspection

Mattishall & Lenwade surgeries were inspected by CQC on 23 and 31 January 2018. Initial feedback demonstrates an overall grading of Good. We wish to express our sincere thanks to all patients who were interviewed by CQC staff on the day, in particular members of the patient participation group. The full report will be published on the CQC website by the end of February 2018



National No Smoking Day 7 March 2018

If you are thinking of stopping our pharmacy has experienced smoking cessation advisors who can help you decide the best options to aid you to quit that smoking habit.

Easter Opening

Good Friday 30th March 18 — Easter
Monday 2nd April 2018

All sites closed - call 111 for out of hours GP

Both Practices reopen at 8.30am on Tuesday 3rd April

If you have an urgent medical need that can not wait until the surgery re-opens and need to contact the out of hours GP, call 111

****Please note that the Dispensary is very busy in the run up to Easter and remember to order and collect your prescription items well in advance to ensure you have all required medication over the long Bank Holiday weekend****



We provide
NHS Health Checks

NHS

Aged 40 – 74?

Over 100,000 people in Norfolk have had their **FREE NHS Health Check**
Have you had yours?

Think you might be eligible?
Ask for details and book one here today

Not had a NHS Health Check in last 5 years?



HOME VISIT



A home visit takes between 4 and 5 appointments out of the doctor's day.

This is a special service for the housebound and seriously ill. Whenever possible a request for the doctor to visit should be made before 10:00am so that the doctors may plan their visits for the day.

We are unable to guarantee a specific Doctor will visit as this depends upon availability and other factors. The decision to make a home visit will be at the Doctor's discretion.

We are unable to undertake visits on the basis of lack of patient transport. Volunteer transport can be obtained from:

Community Car Scheme

Name of Scheme	Telephone Number
Mattishall Community Car Scheme	01362 858376
Yaxham Community Car Scheme	01362 691659
Lyng & Elsing Community Car Scheme	01362 637683
Dereham Community Car Scheme	07827 972163
Norfolk County Council	0344 800 8020



Norfolk Directory



**Find groups, clubs, services,
activities and events across Norfolk at
www.norfolk.gov.uk/directory**



**It's not a 999 emergency,
but you need medical help fast.**

Call 111 and speak to a trained adviser,
supported by healthcare professionals.

NHS



Mattishall & Lenwade Surgeries

Mattishall Surgery
15 Dereham Road
Mattishall
Dereham
Norfolk NR20 3QA

Phone: 01362 850227
Fax: 01362 858466
Dispensary line: 01362 858585

Lenwade Surgery
12 The Street
Lenwade
Norwich
Norfolk NR9 5SD

Phone: 01603 871160
Fax: 01603 872895
Dispensary Line: 01603 870456

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Useful Information

Practice Website www.mattishallsurgery.co.uk

Patient Leaflets are available in the surgery.

Out of Hours

Call 999 for life threatening emergencies

Call 111 for all other medical/dental problems.

Dental Treatment

If you need help finding an NHS dentist in your area call PALS on 0800 587 4132

Editor -
Steve Middleton
Practice Business Manager

New Staff:- We would like to welcome Stephen Middleton to our Surgery as the newly appointed Practice Business Manager and David Leigh as our new Pharmacy and Dispensary Manager

The Mattishall & Lenwade Team

Doctors:- *Dr Hywel Jones, Dr Elizabeth Jones & Dr Johanna FitzGerald (Partners)
Dr Emily Cary, Dr Susanna Ahlund, Dr Jane Ewing, Dr Melissa Allen,
Dr Dovile Garaleviciene*

Nursing team:- *Lesley Anderson, Joanne Bannister, Theresa Dennett, Irene Miloserdovs,
Marcia Slee (healthcare Assistant) & Heidi Holmes (Healthcare Assistant)*

Management Team:- *Stephen Middleton:- Practice Business Manager
Theresa Brennan:- Patient services and HR Manager
Emma Edwards:- Data and Systems Manager
Sally Whales: Finance Manager
David Leigh:- Pharmacy/Dispensary Manager*

Opening Times:

Mattishall Surgery: Mon-Fri 8.30am-6pm (closed Sat/Sun & Bank Holidays)

Lenwade Surgery: Mon 8.30am-6 pm (closed for lunch 1-2pm)
Open Tues/Thurs/Fri 8.30am-12 noon
Closed Wed/Sat/Sun & Bank Holidays

Mattishall Pharmacy: Mon-Fri 8.30am to 6.30pm (closed 1-2pm for lunch)
Closed on Sat/Sun & Bank Holidays