



Surgery Newsletter

Dr Jones and Partners

July/August 2015

The Myth of the 10-Minute Appointment!

We are updating our appointment system so it runs efficiently and fairly. We already have appointments that can be booked in advance. We also hold back some appointments that can only be booked on the day. Due to the ever-increasing demand, these appointments are often taken as soon as they are released. We are, therefore, going to reserve some appointments for genuine emergencies that need to be seen that day. Those emergency appointments are NOT for routine problems. They shouldn't be used because a medical certificate is needed that day, or because you have run out of tablets.



We are also introducing formal telephone slots. If you wish to speak to a particular doctor and those appointments have been taken, you will be booked for an appointment later in the week. If you have an urgent matter to discuss, an appointment will be made with the duty doctor. Telephone appointments take up a lot of time and can delay the doctor going out on visits so we need a fair and practical system.

We will maintain our 10-minute system. We recognise that 10 minutes is often just not long enough, especially with the complexity of some medical conditions that are being managed in Primary Care. However, we have to do the best we can with the resources available to us. If you have a list, remember you still only have 10 minutes so tell the doctor at the outset, who can then prioritise. Be realistic about what can be achieved in such a short time and don't waste that time on unrelated issues such as requesting repeat prescriptions etc. There are systems in the Practice to deal with this outside the consulting room.

We strive to run to time but inevitably emergencies crop up or urgent telephone calls come through from hospital consultants that can't be deferred. So there will be times, especially for those appointments later on in a surgery, when the doctor will be running late. Bear with us, we are doing our best. If it is important that you are seen on time, book the first appointment of that session, but even that can't be guaranteed as emergencies can crop up at any time. We apologise if you are kept waiting but be patient, one day it could be you requiring extra time.

Help us to help you. The system can work if you have a realistic idea of what can be achieved in 10 minutes and use the appointments system thoughtfully. General Practice is the bedrock of the NHS. It is feeling the strain. Used wisely and considerately, it will survive.

Bank Holiday Opening Times

- ◆ Mattishall Surgery will close at 6.00pm on Friday 28th August and will re-open at 8.30am on Tuesday 1st September.
- ◆ Lenwade Surgery will close at 12.00pm on Friday 28th August and will re-open at 8.30 am on Tuesday 1st September.
- ◆ Mattishall Pharmacy will close at 6.30pm on Friday 28th August and will remain closed until 8.30am on Tuesday 1st September

Please ensure you order your medication in time.

Allocated Named GP

It is a contractual requirement to inform all patients of their allocated named GP at the surgery.

This will either be Dr H Jones, Dr E Jones or Dr J FitzGerald. Please speak to a member of reception staff who will be able to inform you of your named GP.

This does not affect your choice of GP when booking an appointment.



Minor Illness



Feeling HOT! HOT! HOT!

With the temperature rising, here are a few precautions to avoid heat exhaustion and sun-stroke.

- ◆ It is best to stay indoors out of the sun and the heat but if you do go out then wear a wide brimmed hat and sunscreen lotion with a high SPF factor
- ◆ Drink plenty of fluids, but avoid drinks that contain alcohol, caffeine or a lot of sugar
- ◆ Take frequent breaks if working outdoors
- ◆ The elderly and children are particularly vulnerable
- ◆ Symptoms include: headache, dizziness and nausea. If you suffer these symptoms you should move somewhere cool and drink plenty of water.

Essential Works Maintenance.



UK power will be completing essential works maintenance in Lenwade over the next few weeks. The power will be off on Wednesday 29th July which will mean that our telephone system will temporarily be unavailable. Please contact Mattishall Surgery during this time.

The power will also be off on Monday 10th August all day. We are hopeful to be able to continue to offer a normal service that day with the use of a generator. Please see posters at Lenwade Surgery for more details. We apologise for any inconvenience caused, but this is beyond our control.

Support a good cause—it never tasted so good!

Norfolk's own cook-book everything stops for tea is now available in local book shops and online at www.norfolksowncookbook.co.uk (£20) All proceeds go to Marie Curie Cancer Care

Norwich Walk In Centre

Norwich Walk- in Centre has now moved and is located at Rouen house, Rouen Road, Norwich.

They are open 9am –7pm, 7 days a week.

Tel: 01603 677550

NHS Health Check

From August the surgery will be offering a free NHS health check to patients aged between 40 –74Years inclusive, every five years.

Please speak to a member of staff for more details or to book an appointment.

Unlabelled Specimens

Could all patients please ensure that any samples left in the specimen box are in the correct receptacle and have the correct form?

Sample containers and forms are available from reception.

Samples without the required information will not be tested and will be discarded.

Please note we cannot accept samples after 3.00pm on a Friday.

Research



This Practice is part of a network of General Practices in the East of England who host medical research on a regular basis. The network is called Primary Care Research Network –East of England.



You may be approached by a member of this Practice to help participate in a research project. Please consider patient information about the research carefully. This information may be sent to you or given to you by your doctor or nurse or other health professionals to consider. Deciding not to participate in research will not affect your treatment.

CANDID Study– This study is looking into identifying factors which may impact on the spread of certain diseases. If you visit the surgery with chest or bowel symptoms you may be asked to take part.

Garfield—This is an ongoing study looking into the treatment of patients newly diagnosed with Atrial Fibrillation

Virtual Patient Reference Group



Susan Martin kindly attended a recent Patient Group event at Connaught Hall in Attleborough. The aim of the day was to give members a better understanding of finance within the NHS by putting themselves in the position of local NHS commissioners. Susan found the day very beneficial.

Would you like to assist us in shaping the future of Mattishall & Lenwade Surgeries?

Can you make suggestions on how we can do things better and compliment us on the things we do well?

Would you like to take part in on-line surveys?

If the answer is yes then please join our Virtual Patient Reference Group. Please see our website or a member of staff in reception for more details.

Staff Changes

We say goodbye and good luck to Kadie Robinson Counter Assistant.

Hello and welcome to Alison Chester Counter Assistant.

Many congratulations to Dr Melissa Allen and Claire Warman Acting Clinical & Systems Manager who both got married in June (but not to each other!)

Typhoid Vaccinations

Unusually for travel vaccinations, typhoid jabs are available on the NHS. However, they are continually in short supply and the Practice frequently has difficulty buying them. We have to deal directly with the producers who dictate if we are able to purchase and give priority to Travel Clinics.

There will be times when we are unable to offer typhoid vaccinations. We apologise for this inconvenience but this is beyond our control .

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Fax: 01362 858466
Dispensary line 01362 858585

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12 The Street
Lenwade
Norwich
Norfolk NR9 5SD

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Dispensary Line: 01603 870456

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Please email any comments on the
newsletter or any ideas for future issues to
claire.warman@nhs.net

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

The Mattishall & Lenwade Team

Doctors: *Dr Hywel Jones, Dr Elizabeth Jones, Dr Johanna FitzGerald (Partners)
Dr Emily Cary, Dr Antje Hauschild, Dr Susanne Ahlund, Dr Jane Ewing,
Dr Melissa Allen, Dr Kenneth Webb*

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

Management Team: *Theresa Brennan - Patient Services & HR Manager
Claire Warman— Acting Practice Clinical & Systems Manager
Sharon Newson - Dispensary Services Manager
Sally Whales—Finance 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