



Surgery Newsletter

Dr Jones and Partners

March/April 2015



Would you like to speak to someone regarding benefits, help at home, dementia support, or caring for an older relative?

Age UK Norfolk may be able to give you practical information on these matters and a whole range of later life issues.

Age UK Norfolk are available at Mattishall Surgery every Tuesday morning, 9.30am—12.30pm. Please speak to a member of reception staff for more details or to book an appointment



www.mattishallsurgery.co.uk

The Surgery now has a new interactive website which is designed to be more patient friendly.

The website contains lots of interesting information relating to the Surgery along with minor illness advice etc.

In order to access the Online Services you will need to be registered for SystemOnline access. Once registered you will be able to log on to the system and book an appointment with a GP at either Mattishall or Lenwade Surgeries, order your medication via our secure link and also view your Summary Care Record which holds information such as current medications and any allergies you may have.

Please speak to a member of reception at either Mattishall or Lenwade who will issue you with a username and password for the system.

We currently have 910 patients registered for Online access.

Please click onto our new website next time you are on the internet at www.mattishallsurgery.co.uk

Patient feedback is much appreciated.

Easter Opening Times



- ◆ Mattishall Surgery will close at 6.00pm on Thursday 2nd April and will re-open at 8.30am on Tuesday 7th April.
- ◆ Lenwade Surgery will close at 12.00pm on Thursday 2nd April and will re-open on Tuesday 7th April.
- ◆ Mattishall Pharmacy will close at 6.30pm on Thursday 2nd April and will remain closed until 8.30am Tuesday 7th April.

Did Not Attend



Do you feel you are having to wait longer to see a Doctor or Nurse?

In the last month we had 77 missed GP appointments and 126 missed nurse appointments. This adds up to a total of 203 missed appointments which could have been offered to other patients

Please contact us to cancel your appointment if it is no longer needed, even at short notice

Minor Illness

Sore Throat

Symptoms:

Sore throat (pharyngitis) is very common. It is usually caused by an infection in the throat. A sore throat may be an isolated symptom or you may also have a mild cough, high temperature, headache, tiredness and the glands in your neck may swell. It may also be painful to swallow. The soreness typically gets worse over 2-3 days and then gradually goes within one week.

Treatment:

- ◆ Not treating is an option as many throat infections are mild and soon get better.
- ◆ Have plenty to drink to avoid dehydration. Dehydration will make you feel worse.
- ◆ Take paracetamol or ibuprofen to ease the pain
- ◆ Seek advice from your pharmacist

Are Antibiotics needed?

Most throat infections are caused by viruses although some are caused by germs called bacteria. If your symptoms are not improving after a few days you may need to see your GP, especially if you have the following:

- ◆ Presence of pus on the tonsils
- ◆ Tender lymph glands in the neck
- ◆ Absence of cough
- ◆ History of high temperature

Remember: Your local pharmacist is able to offer you lots of self-help if needed

Repeat Medication

You can order your repeat prescriptions

- ◆ By making a request using SystemOnline via our new Website
- ◆ By using the telephone request service
- ◆ By email request
- ◆ By returning your repeat medication slip

Please allow a minimum of two full working days for your prescription to be processed

Referrals via Choose and Book

If your GP makes a referral to the hospital using Choose and Book you will receive paperwork in the post advising you how arrange an appointment. You will need to quote the password provided and choose the location where you are seen. Please be advised that your first appointment and all follow-up appointments for that problem will then be at that location.

Private Work

Patients should be aware that only work covered by the General Medical Services contract is funded by the NHS.

All other requests to the Practice including private sick notes, 'to whom it may concern' letters and medicals will incur charges which should be confirmed with Reception staff before your request is processed.

The surgery no longer completes passport applications

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.

NHS
**National Institute for
Health Research**

Clinical Research Network



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.

SEA—This study is using a significant event audit to see if unplanned hospital admissions could be avoided. If you are admitted to hospital you may receive a letter from the surgery asking you for consent to discuss your admission at a Practice Meeting.

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

NHS Friends and Family Test

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family test is a way of gathering your feedback, so we can continually review our service.

This is based on one simple question:

“How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

Next time you visit the Surgery, please complete a feedback form in reception or visit our website and complete it online.

Staff News:

Hellos and Goodbyes.

We have to say Goodbye and Good luck to Tracey Bell, Pharmacy Counter Assistant and Richard Denyer, Delivery Driver.

Happy Retirement to Gwen Franklin, Phlebotomist who will be retiring at the end of March.

Hello and Welcome to Pippa White, Pharmacy Counter Assistant, Colin Potter, Delivery Driver, Irene Miloserdovs, Practice Nurse and Heidi Holmes, Healthcare Assistant

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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.aves@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, Margaret Harris, Theresa Dennett,
Irene Miloserdovs, Marcia Slee (Healthcare Assistant) Heidi Holmes (Healthcare Assistant)
Gwen Franklin (Phlebotomist)*

Management Team: *Theresa Brennan - Patient Services & HR Manager
Claire Aves— 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