



Surgery Newsletter

Mattishall & Lenwade
Surgeries

March 2016



Appointments - We have now limited online appointment booking to your usual surgery as we have had an issue with patients booking at one site and turning up at another.

Requesting medication - A recent upgrade to SystemOnline means that patients requesting medication have to confirm their request twice—please follow the on-screen instructions until you have confirmation that your medication has been ordered.

Detailed Coded Record - we have recently enabled the system to allow patients to request online access to their detailed coded record (DCR). We are currently in a pilot phase where we will test the process with members of our Patient Reference Group. Requests from other patients will be dealt with after this pilot phase.

New 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 photographic ID with you such as a passport or driving licence.

We currently have 1310 registered users.

Named Accountable GP

It is a contractual requirement for us to inform you of your named accountable GP. Please ask a member of staff if you would like to know who your named GP is. This will not affect your choice of GP when booking an appointment.

Mobile Numbers

Please provide a mobile contact number to Reception so that we can update your clinical records. We now send out text appointment confirmations and reminders in this way.



Easter Opening

All sites are closed on Good Friday 25th March, for the duration of the Easter Weekend and on Bank Holiday Monday 28th March

- call 111 for out of hours GP

Tuesday 29th March onwards
- normal opening hours

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 holiday period

Dispensary Email Requests

We are currently rationalising the number of ways to request repeat medication to enable our staff to fulfil the 48 hour turnaround target to have repeat medication items ready for collection by patients.

As of 31st January patients can no longer e-mail their requests to meds.mattishall@nhs.net or meds.lenwade@nhs.net

If you have sent a request in this way you will have been asked to register for SystemOnline by presenting at Reception with photo ID.

These email addresses will be withdrawn on the 31st March 2016.

NHS e-Referrals

Patients being referred to secondary care by their GP will be offered a choice of hospital provider and appointment time using the e-Referrals service. Paperwork for routine and urgent referrals will be prepared by admin staff and patients will be telephoned and asked to collect this from Reception. Patients referred for suspected cancer under the two-week wait pathway will be telephoned by the Hospital and offered an appointment within 2 weeks. Please bear this in mind if you have a holiday booked.

If we have your mobile number you may be contacted by the hospital in this way and may be sent text reminders. Please update Reception with your current mobile number.

Sometimes an appointment is not available when you try and book your appointment via TAL (The Appointment Line). In this case you may be told to call back or that the hospital will contact you to arrange an appointment. You should receive a letter to confirm this. If you don't hear from the hospital please ring the telephone numbers provided on your letter.



The last Age UK clinics are running at

Mattishall on Tuesday mornings during March. From April onwards older people and their carers can call the advice line on 0300 500 1217 between 10 am to 4pm Monday to Friday.

Appointment System

Our patients should be aware that at the Practice we have a low GP to patient ratio—each weighted GP (full-time equivalent) currently has 1695 patients. This compares to as many as 2550 patients for some other South Norfolk Practices. Despite this it is a constant struggle to meet demand for appointments from our patients. The current wait for a routine appointment at Mattishall with a GP is 2 1/2 weeks, although patients willing to travel to Lenwade can book this week.

Each day at 8.30am and at 12 noon we release book on the day appointments with all GPs running sessions. Patients can phone in and request a same day appointment for urgent problems.

Patients registered for SystmOnline can also book online appointments with GPs.

Priority Treatment for Military Veterans

We have recently updated our protocol for dealing with military veterans to ensure that all service veterans receive priority access to NHS care for any condition which is likely to relate to their military service. This is also subject to fair treatment of all other patients based on clinical needs

The NHS Constitution ensures that, in line with the Armed Forces Covenant, military veterans are supported, treated equally and receive the same standard of, and access to, healthcare as any other UK citizen in the area they live. There are an estimated 40,000 veterans living in Norfolk.

Charity Collections

We collected £39.61 from Mattishall Reception for the 2015 Poppy Appeal and £86.47 from Lenwade Reception from the Marie Curie box—thank you to all our patients and staff who contributed.

Patient DNA's (Did not attend)

Demand on appointments is ever increasing and it is frustrating for both staff and patients to know that last month 93 appointments were missed. That is over 15 hours of clinic time! If you provide a mobile number you will get text confirmation and reminders for your appointments.

Virtual Patient Reference Group - ABCD Project - Winter Wellbeing Festival

Jennifer Holland kindly attended a recent patient group event

Asset Based Community Development (www.abcdproject.org.uk) held a festival in Attleborough on January 30th to find out " what keeps you well " in the South Norfolk CCG area. They want to make sure all the information remains "live " and people can access it long after the project finishes and to encourage everyone to upload details about their community groups to the Norfolk directory website www.norfolk.gov.uk/directory

ABCD want to support new groups to set up 'We Can' awards schemes and gave £250 to people with ideas for how to promote wellbeing where they live.



Organisations attending included Carers Agency Partnership Agency (CAP), Rowan House Health and Wellbeing, Healthwatch and YMCA The Wellbeing service as well as craft tables, arts table, bigger picture cinema tent, oriental dance, dance fitness sessions and many more.

The event was lively from the outset and ended with a community supper and music in the evening. Visitors were asked to donate food for the food bank as all events were free.

Details of all the participants can be found on the ABCD project website to help you become more involved in your community.

The Virtual Patient Reference Group is open to all registered patients . Please see our website or a member of staff in reception for more details.

Care Quality Commission (CQC) Inspection

Mattishall Surgery was inspected on Tuesday 9th February by a team of inspectors from the CQC—we have been awarded an overall rating of “good” The final report is awaited and will be published on the surgery website as soon as it is available. Thank you to those patients who completed CQC comment slips or spoke to the inspection team on the day.

HEAT Research Study

Eligible patients were recently mailed and invited to take part in this study into Helicobacter eradication to prevent ulcer bleeding in aspirin users.

We have had a very positive response from patients and Nurse Jo saw the first of these last week for an appointment to obtain consent, and carry out a breath test.

We are currently arranging further clinics and patients will be contacted shortly.



Pneumovax Clinics

Patients over 65 and those in 'at risk' groups are eligible to have a pneumovax vaccination against pneumococcal disease. We will be running nurse led clinics during April - eligible patients can request a 10-minute appointment by contacting Reception. For most people, one vaccination offers lifelong protection against pneumococcal disease.

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

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

Editor -
Emma Edwards
Practice Data & Systems Manager

Please email any comments on the
newsletter or any ideas for future issues to
emma.edwards1@nhs.net

Staff Changes

Vicky Taylor joined the Reception Team at Mattishall in November.

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 - Practice Clinical & Systems Manager
Emma Edwards - Practice Data & Systems Manager
Sharon Newson - Dispensary Services 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