

Surgery Newsletter

Dr Jones and Partners

May/June 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

Ways to Order your Medication.

Mattishall:

- ◆ Telephone our 24hr order line on 01362 858585
- ◆ Email us at meds.mattishall@nhs.net
- ◆ Post your prescription request in the red box
- ◆ Order via SystmOnline through our website www.mattishallsurgery.co.uk (log in required)



Lenwade:

- ◆ Telephone our 24hr order line on 01603 870456
- ◆ Email us at meds.lenwade@nhs.net
- ◆ Post your prescription request in the box
- ◆ Order via SystmOnline through our website.

Please allow a minimum of two working days for repeat prescriptions. Prescriptions not on repeat or which are a controlled drug may take longer to process.

For deliveries, please sign up for our free monthly delivery service. Please allow three working days for deliveries and remember to ask for delivery each time you order.

Bank Holiday Opening Times

- ◆ Mattishall Surgery will close at 6.00pm on Friday 22nd May and will re-open at 8.30am on Tuesday 26th May.
- ◆ Lenwade Surgery will close at 12.00pm on Friday 22nd May and will re-open at 8.30 am on Tuesday 26th May
- ◆ Mattishall Pharmacy will close at 6.30pm on Friday 22nd May and will remain closed until 8.30am on Tuesday 26th May.

Please ensure you order your medication in time.

Did Not Attend

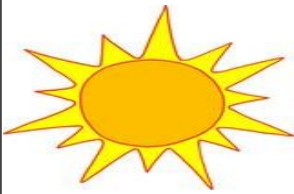


Demand to see a GP is increasing which can result in patients having to wait longer to see a GP.

In the last month we had 158 missed appointments in the surgery.

Please cancel an appointment if it is no longer required so we can allocate it to someone else.

Please help us to help you!



Minor Illness



Hay fever

Hay fever is caused by an allergy to pollen. It affects about 2 in 10 people in the UK.

Symptoms include:

a runny and itchy nose

blocked nose

sneezing

itchy watery red eyes.

If you suffer with asthma, symptoms such as wheeze or breathlessness may get worse.

Common Treatments include:

Antihistamine nasal spray

Antihistamine tablets or liquid

Steroid nasal spray

Eye drops

Reducing your exposure to pollen by staying indoors and keeping windows and doors shut may help, along with keeping your windows closed when out in the car and wearing wrap around sunglasses.

If you are suffering from the symptoms of hay fever please speak to our pharmacist for advice.



Systmonline registration is available in the surgery.

Access allows patients to order repeat medication, book an appointment with a GP and view their summary care record which contains information including current medications and allergies.

We currently have 982 patients registered.

Please speak to a member of reception at either Mattishall or Lenwade Surgery for more details. A log-in is required to ensure secure access.

Registration needs to be in person and please bring photographic ID with you.

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

The friends and family test has been running since January and we have received some very positive feedback.

We have had 45 patients who have said it is extremely likely that they would recommend us and 6 who have said it is likely.

Comments include: “The service has been first class at all times” “Have always been very satisfied with the service I have received” “I get good service. Fitted in when needed. All the staff, nurses and doctors are professional.”

Please complete a feedback form when you are next in the surgery.

Staff News:

Practice Nurse Maggie has retired after 20 years at the Practice and an amazing 50 years in nursing. Maggie started her nursing career at the Jenny Lind in Norwich in 1965 and worked there for many years prior to joining the surgery 20 years ago.

Maggie will be greatly missed at the surgery. We wish her a very happy, long retirement and thank her for all her hard work and commitment to the surgery. Happy retirement!

Hello and welcome to Fearn who has joined us as a Dispensary Administration Assistant. We also offer Fearn many congratulations on her wedding to Jimmy which took place on Saturday 16th May.

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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 -
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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, Theresa Dennett, Irene Miloserdovs,
Marcia Slee (Healthcare Assistant) Heidi Holmes (Healthcare Assistant)*

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