



# Surgery Newsletter

Mattishall & Lenwade  
Surgeries

May 2016

## Electronic Prescription Service Rollout 2 (EPSr2)

The Practice is due to go live with EPSr2 in September—this will allow the transfer of a prescription from the prescriber (GP) to the pharmacy (or other dispensing contractor), by electronic means rather than the traditional paper form.

At Mattishall we operate a combined dispensing and pharmacy service, all provided from one location, and we are not expecting EPSr2 to affect the service we provide to patients. Pharmacy patients will be asked to nominate Mattishall Pharmacy as their preferred location for their prescriptions to be processed. At this stage Dispensing patients will continue to have a paper prescription produced.

At Lenwade all patients are Dispensing so there will be no change in this phase of the rollout.



## Care Quality Commission (CQC) Inspection

The report on Mattishall from the 8th Feb inspection is now available on the website. The Practice was awarded an overall 'Good' rating.

## Volunteering Opportunity

The Mid Norfolk Workout Group is run by The Conservation Volunteers (TCV) and provides free sessions for over 16's in the Dereham area.

Activities include taking part in a wildlife survey at Bawdeswell Heath or creating paths at Whittingham.

A free minibus service is also available from Dereham. See posters in the waiting room or [www.tcv.org.uk/norfolk](http://www.tcv.org.uk/norfolk) for more information.

## Bank Holiday Closure

All sites are closed on Monday 30th May - call 111 if you have an urgent medical need that can not wait until the surgery re-opens and for the out of hours GP.

Tuesday 31st May onwards  
- normal opening hours

\*\*Please note that the Dispensary is very busy before a Bank Holiday weekend 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

The following email addresses have now been withdrawn

meds.mattishall@nhs.net  
meds.lenwade@nhs.net

Patients can request their repeat medication using SystmOnline, by returning their printed repeat medication slip or by calling the Dispensary at Mattishall on 01362 858585 or at Lenwade on 01603 870456.

Please ensure you allow 2 working days for your prescription request to be processed. Items not on your repeat list will require longer as they have to be authorised by a GP.



**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 ID with you, such as a passport or driving licence.

We currently have 1360 registered users.



### Dementia Friendly Lunch

On the last Monday of each month Reeves Parlour Restaurant at Bawdeswell Garden Centre is running a special lunch for patients with Dementia and their carers. The next date is Monday 23rd May 12.30-2.30pm for story sharing and support. Soup and dessert for £6.95—call 01362 688387 and select option 1 to reserve your table.

### The Clinical Team

All members of staff at the Practice work together as a team to deliver health services to our patient population—you may be contacted by a Nurse to discuss a new diagnosis such as Diabetes or by a Health Care Assistant to discuss diet advice or healthy living or by a Dispenser to advise you that you need to start some new medication.

Many tasks are delegated by the GP to both clinical staff and admin and dispensary staff but patients should be reassured that a GP has authorised the team member to act on their behalf.

### Health Trainer Service

Unfortunately we have been notified by Public Health that due to funding cuts the Health Trainer service provided at Mattishall Surgery will cease on the 30th September 2016. Patients being referred up until the 31st May will be guaranteed to receive the full intervention. Patients referred after this date will be offered a modified service. Public Health are currently looking at ways to develop new approaches to promoting healthier lifestyles.

People who are currently inactive and would like to increase their physical activity can access Fun and Fit, which are 8 - 10 week courses available in a wide range of activities. See

[www.activenorfolk.org/funandfit](http://www.activenorfolk.org/funandfit) for more information

### Specimen Samples

Patients are reminded that all samples must be correctly labelled and submitted with a completed form or they will be discarded. Patients are responsible for contacting the Practice for all their results—please call Reception after 10.30am

### Travel

#### Appointments

Patients booking to see the nurse for vaccinations required for overseas travel must attend with the appropriate paperwork printed out from the Fit for Travel website for the destination they are travelling to.

[www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)



### **Virtual Patient Reference Group**

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.



### **Twiddlemuffs**

If you look after a patient with dementia you may think a 'twiddlemuff' may benefit them. Made of wool and with buttons, beads and embellishments attached, they act as a comforter and help patients to relax while keeping their hands busy.

Twiddlemuffs are made by members of the Great Witchingham Village Hall Craft Group who meet on a Thursday afternoon and can be requested from Reception at Mattishall or Lenwade.

We have already trialled the twiddlemuffs with patients at the two care homes in the area who have found them to be of benefit.



### **Cervical Smears**

The Practice has a lower than average take up of the national screening programme to detect cervical cancer. All our female patients between the ages of 25 and 64 are encouraged to attend for an appointment when invited (every 3 years, or every 5 years for patients over 50) for the simple test which could prove lifesaving.

### **Diabetes Prevention Mentors**

The Norfolk Diabetes Prevention Study (NDPS) has been running for a number of years now and you may have been mailed and invited to take part if results on your clinical record put you into the pre-diabetes range and you are therefore considered as at risk of developing Type 2 Diabetes. The Study is also running a volunteer mentor scheme and will be looking to recruit new volunteers from our Practice. A mailing is planned in May and will be sent to patients who have been diagnosed with Type 2 Diabetes for at least 2 years, inviting them to become a mentor.



### **Pneumovax Clinics**

We are running clinics on Tuesday afternoons at Mattishall and Monday afternoons at Lenwade for Patients over 65 and those in 'at risk' groups who are eligible to have a pneumovax vaccination against pneumococcal disease.

We are currently contacting patients over 65 by telephone but all eligible patients can request a 10-minute appointment by contacting Reception. For most people, one vaccination offers lifelong protection against pneumococcal disease.

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

## Useful Information

**Practice Website** [www.mattishallsurgery.co.uk](http://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

### Staff News

We welcome Dr Susanne Ahlund back  
to the Practice in May after maternity  
leave.

Well Done to Lisa Garriock & Clio Hick-  
ling who completed the 5k Pretty Mud-  
dy Race and raised money for Cancer  
Research.



## 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  
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