



# Surgery Newsletter

Mattishall & Lenwade  
Surgeries

October 2015

## Mattishall Surgery celebrates 50 years at 15 Dereham Road

The practice moved to its current location from South Green premises in 1965 so this year we celebrate 50 years at the same site. The surgery was built by J. Wright and Co and designed by architect R. C. Burgoine for Dr Thomson and Dr Houlston, and was reportedly one of the first purpose built surgeries in Norfolk. Over the years the



building has been extended and modernised many times, the most recent addition being the Gwen Fish suite which was completed in 2008 and was part funded by a bequest from a patient via the charity which supports the practice, The Mattishall & Lenwade Surgeries Equipment Fund. Since then, further reconfigurations of the dispensary and pharmacy services have taken place but little scope remains for extension. A possible re-location of the premises looks to be the only way that services can be further developed and expanded in the future.

The partnership has evolved over the decades and seen service from Drs Hughes, Hodge, Webb and is currently led by principle partner Dr Hywel Jones in partnership with Dr Liz Jones and Dr Jo FitzGerald.

We would like to hear from any patients who have information about the history of the practice or anecdotes about the doctors that could be published in a future edition of the newsletter.

Please contact Emma Edwards or email information to [mattishalladmin.d82039@nhs.net](mailto:mattishalladmin.d82039@nhs.net) Further information about the charity is available by contacting Claire Warman.



## Christmas & New Year Opening

**Christmas Eve Thursday 24th December 2015**

Mattishall Surgery & Pharmacy 8.30am - 6pm

Lenwade Surgery 8.30am -12 noon

**Christmas Day/Boxing Day/ Monday 28th December 2015**

All sites closed - call 111 for out of hours GP

**Tuesday 29th - Thursday 31st December**

Normal opening hours

**New Years Day Friday 1st January 2016**

All sites closed - call 111 for out of hours GP

**Monday 4th January onwards**

Normal opening hours

**\*\*Please note that the Dispensary is very busy in the run up to Christmas and remember to order and collect your prescription items well in advance to ensure you have all required medication over the festive period\*\***

## Job Vacancy

- Experienced Evening Receptionist required at Mattishall Surgery
- NHS experience essential
- 28 hours per week plus overtime
- Must be flexible
- Contact Theresa Brennan for further information on 01362 850227

### Making the Best Use of Appointments

You will all be aware that the NHS and, in particular, General Practice, is in crisis. There are simply not enough resources to go round at the current level of demand. The Health Secretary has made it clear that there is no new money and this is in spite of the funding to General Practice being cut from 11% to 8% of the total NHS budget. Clearly this needs to be addressed, especially as 90% of all consultations in the NHS occur in General Practice.

Recruitment to General Practice is at an all-time low – young doctors simply don't want to be GPs; they perceive the job as being too difficult, too demanding and under too much political interference. This is a great shame because it's the best job in the world!

We at Mattishall and Lenwade Surgeries, although feeling the pressure, are currently able to maintain staffing levels mainly because we use our extra income from dispensing to bolster patient services – our local colleagues are not so fortunate and the situation in Dereham is dire indeed. We have an optimal GP: patient ratio but this is under threat because of the domino effect of local list closures. The average consultation rate was 2 – 3 per annum in 1990 and now it's nearer 8 consultations per year. The practice has never in its history had so many doctors (currently 9), nurses and appointments but still the system is under great pressure. And our excellent receptionists unfairly bear the brunt of this.

The NHS has shown throughout its long history (67 years) that demand will always outstrip supply and we have to call a halt somewhere. We do have enough appointments to go round if they are used wisely and considerately.

So, to save wasted appointments and to preserve this precious service:

1. Let's reduce the number of DNAs (did not attend) – if you no longer need the appointment you have booked, please telephone to cancel, no matter how short the notice.
2. Think before you book. Do I really need this appointment? Could I try self-management first? (Especially in minor self limiting conditions such as colds, sore throats, and minor aches and pains) Could I seek help from someone else such as a pharmacist, chiropodist, dentist, Job Centre, Citizens' Advice Bureau etc.? And don't reserve appointments online on a "just in case" basis. Even if you subsequently cancel that appointment, you have effectively blocked that appointment to others in greater need than you.
3. If you are attending to discuss the result of a test organised by your GP, is the result back? It is a waste of an appointment to turn up when the result is not available. A GP appointment costs the taxpayer £35. Would you hand over £35 of your own money knowing that your appointment may be a complete waste of time and you will have to rebook? Why do it with precious public money? There isn't enough to go round as it is – see opening paragraph.
4. Don't make an appointment to find out the results of tests ordered by a hospital consultant. The GMC has issued very clear guidelines on who is responsible for dealing with test results and it lies with the physician who has ordered the test. GPs can, on occasion, access these results but it is not our responsibility to deal with them. We're not being Job Worthy; we are quite simply not best placed to manage these test results and this can lead to all sorts of problems. After all, we have referred you on to see a specialist because your condition couldn't be managed in General Practice. You wouldn't have been referred on if your GP could deal with the problem, so why expect him to deal with the results of tests? You must go back to the requesting doctor. Perhaps when a hospital doctor orders a test, ask how the results will be relayed to you, by telephone or letter or at your next appointment. Via your GP, in the vast majority of cases, is the wrong answer!
5. If you wish to discuss a hospital letter, please make sure the practice has received the letter. Some letters take a long time to be processed. A simple telephone call to Reception to ensure that we have received the relevant letter will save a wasting an appointment if it hasn't arrived. And don't expect your GP to second-guess what the hospital specialist has suggested. We need to see the hard evidence!

So in short:

1. Don't DNA
2. Do you really need this appointment?
3. If to discuss results, are they back?
4. If to discuss a hospital letter – has the Practice received it?
5. If the test has been requested by a specialist at the hospital – contact him, not us.

## **Virtual Patient Reference Group - Medicine Waste Campaign workshop**

Jennifer Holland kindly attended a recent patient group event at Dereham Leisure Centre when patients, practices and professionals from across South Norfolk came together to help shape the key messages that are to be included in this years medicine waste campaign. Discussions highlighted that each year in Norfolk, an estimated £4.9 million of medicine is wasted through over-prescribing, or a lack of awareness of how patients can effectively manage the medicines they receive.

Jennifer reported interesting and lively debate on the day and shared with the practice ways in which awareness can be raised around medicine waste. A pack of resources that capture the key messages discussed at the workshop will be issued to practices for this years campaign.



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.

## **Patient Transport**

Patients are reminded that lack of transport is not a valid reason for a home visit by the doctor. Only those patients that are housebound by a medical condition will be visited in their own home. This also applies to District Nursing staff. Community Car Schemes are run in some of the villages and can be contacted to arrange transport. Further information is available from Reception.

### **School Crossing Patrol - Mattishall Primary School**

A caring, reliable and active person with a friendly disposition is sought to see children safely across Dereham Road between 8.30 and 9am and 3.05 and 3.35pm. If you are interested, please contact Norfolk County Council on 01603 222212. Full training and a uniform is provided. The rate of pay is £6.99 per hour.



When booking an appointment patients are reminded to choose the surgery where they want to attend. Some patients that usually attend Mattishall have accidentally booked appointments at Lenwade.

**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.

We currently have 1092 registered users.

### **Annual Flu campaign**



We are now holding mini clinics during normal surgery opening times at both Mattishall and Lenwade Surgeries for over 65's and other eligible patients at risk from the effects of influenza.

We have also mailed all patients up to the age of 15 that are eligible for the nasal spray version to invite them to book a 10-minute appointment with the practice nurse.

Please contact Reception to arrange an appointment.

Children in school years 1 and 2 with a date of birth between 1st September 2008 and 31st August 2011 will receive the nasal spray as part of the school based programme and parents should contact individual schools to find out when this is scheduled.

## 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

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

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Please email any comments on the  
newsletter or any ideas for future issues to  
[emma.edwards1@nhs.net](mailto:emma.edwards1@nhs.net)

### Staff Changes

**Christine Jewiss will be leaving us in November - we wish her every success for the future.**

## 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