

Surgery Newsletter

Mattishall & Lenwade
Surgeries

September 2015

The Dereham GP Crisis

General Practice in the Dereham area is in crisis. Theatre Royal and Orchard Surgeries have closed their lists to new patients because they simply have too many patients for not enough doctors and they have struggled to recruit new doctors.



Toftwood Medical Practice has now applied to close its list as it has struggled to recruit new doctors and is having to rely on locum doctors.

Mattishall and Lenwade Surgeries have been cushioned from the Dereham situation up until now because currently we have enough doctors to suit our practice population. However, local list closures will inevitably impact on us.

It is the responsibility of NHS England to ensure that everyone has access to a GP. So, regardless of geography, it has been decided to allocate new patients to us from far and wide in the Dereham area with the potential of doubling our practice area.

This will put our surgery under considerable strain. We have doctor capacity to accommodate extra patients in our surgeries but we are severely constrained by our 50-year-old practice buildings, which have been extended to their limit. Furthermore, it is unsafe for us to visit patients outside our Practice area as the more time our doctors spend away from our own practice, the greater the risk to our existing patients. We are most worried about having to accept new patients from Dereham care homes where the home visiting rate is high. It is inevitable that our capacity to carry out home visits will come under enormous strain.

We have highlighted our concerns about patient safety but, thus far, our protests are falling on deaf ears.

The Mid-Norfolk Practices have a fine tradition of working together. We identified this situation brewing many months ago but our warnings went unheeded both by NHS England and South Norfolk Clinical Commissioning Group (SNCCG). We have offered solutions but these have been blocked.

SNCCG is more than £6 million overspent and has no extra funding to help implement our plans and ideas, even though other CCGs, including Norwich and Great Yarmouth & Waveney have been able to help their GPs with similar plans.

NHS England has told us that there will be no extra funding unless we develop and change the face of General Practice in the Dereham area, which includes taking into account the projected expansion in housing.

We have alerted our MP, George Freeman, to the Dereham Crisis but he has yet to respond.

We ask for your forbearance.

Use the appointment system responsibly. Don't waste appointments

Don't DNA – cancel appointments if they are not needed.

Think, before you book. Do I really need this appointment?

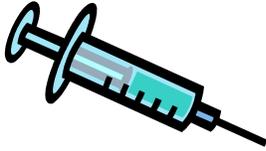
If the appointment is to discuss results, are they back?

If it is to discuss a hospital letter – has the Practice received it?

If a specialist at the hospital has requested the test, contact him, not us.

Request home visits **ONLY** when your medical condition means that you are physically unable to leave your house to attend the surgery. Lack of transport is not a reason for a home visit. All children are expected to attend the surgery. Visit requests must be made before 10am. Late requests and emergency visits may be triaged elsewhere if there is no doctor capacity to attend.

General Practice is a precious resource. It is being stretched to the limit. Be assured that the safety of our patients is paramount. We will strive to maintain our usual high standards of care. We will continue to fight on your behalf for the continuation of General Practice in Mid-Norfolk.



Annual Flu Campaign

Eligible patients can now request an appointment for the annual flu vaccine. Clinics are running at Mattishall on Saturday 26th September and Saturday 10th October between 8.30am and 12noon. Lenwade clinics will be running on Monday 28th September and Monday 19th October from 2pm to 6pm. Further dates will also be advertised

in the surgeries. Please contact Reception to book an appointment.

Eligible patients are those

- Aged over 65 as at 31st March 2016.
- In clinical risk groups including patients with chronic respiratory disease, chronic heart disease, chronic kidney disease, chronic liver disease and those with medication controlled diabetes.
- Immunosuppressed patients, patients with cochlear implants and patients with cerebrospinal fluid leaks are also eligible.
- Pregnant women
- Children aged 2, 3 and 4 years old are eligible for the nasal flu vaccine and will be called once the Fluenz vaccine is available.

Shingles Vaccine

Two new groups of patients are now eligible for the Shingles vaccine against the Herpes Zoster virus. Patients aged 70 with date of birth between 2nd September 1944 and 1st September 1945 and patients aged 78 with date of birth between 2nd September 1936 and 1st September 1937. All patient notes have been flagged as requiring the vaccine so you may be advised to book an appointment by the nurse or doctor.

Patients aged 71, 72 and 79 are also still eligible but the vaccine can only be given up to the 80th birthday.

Please arrange a 10 minute nurse appointment at Reception. The flu vaccine can be administered at the same time but outside of the Saturday clinics.

NHS Health Check

The Practice is now offering free NHS Health checks to patients aged 40-74 and invitation letters were sent out the first group of eligible patients at the end of August.

Patients are requested to attend a 20-minute appointment with a Health Care Assistant to assess the risk of developing heart disease, type 2 diabetes, kidney disease and stroke. There is good evidence that by taking early action, you can improve your health and prevent the onset of these conditions.

The check is based on straightforward questions and measurements such as age, sex, family history, height, weight and blood pressure. There will also be a simple blood test to measure your cholesterol level. Following the check, you will receive free personalised advice about what you can do to stay healthy.

Invite letters will be sent out in batches monthly but eligible patients can request a check once every 5 years by speaking to staff at Reception.



Mental Health Services in Norfolk are being relaunched during September as Wellbeing.

The service offers a range of free and confidential support to help people who are 16 years and over make changes to improve their wellbeing and to help them cope with common mental health and emotional issues such as low mood, stress, anxiety and depression.

Information leaflets are available at Reception and the service can be accessed via your GP or by self referral.

More information is available at

www.wellbeingandw.co.uk



NHS Friends and Family Test

The NHS Friends and Family test is based on one simple question:

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

The Friends
and Family Test

Patients are invited to respond to this question by completing a form available at Reception or by logging onto the website www.mattishallsurgery.co.uk and clicking on the link from the home page.

The test is a way of gathering feedback on the patient care experience and helps the Practice continually review the services we provide.

We welcome comments in this way but if you would like a response to your comment please provide your contact details or direct them to Theresa Brennan, Patient Services Manager.

Men B vaccine for babies

From September 2015, Men B vaccine (Bexsero) will be offered as part of the NHS childhood vaccination programme, to all babies aged 2, 4 and 12 months old. Parents will be sent reminders from Child Health with other routine vaccinations and should arrange an appointment with the Nurse.



Each Tuesday morning between 9.30am and 12.30pm a representative from Age UK is available at Mattishall Surgery for free non-medical information and advice to patients aged 65 and over. Topics that you may like to discuss are 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. Please speak to a member of reception staff to book an appointment. Age UK will also be attending the Flu clinic at Mattishall on Saturday 26th September.

Meningococcal ACWY vaccination programme launched

MenACWY vaccination helps to protect against four types of meningococcal bacteria (groups A, C, W and Y) that can cause meningitis (inflammation of the lining of the brain) and septicaemia (blood poisoning). Initially invites have been sent to teenagers aged 17 and 18 (born between 1 September 1996 and 31 August 1997). Regardless of their future plans all adolescents in this cohort are eligible. Any university fresher under 25 is also eligible to attend the surgery for the vaccine. The programme will be rolled out to younger teenagers in due course partly via a schools programme in Year 9, 10 and 11 and partly via invite to the surgery in 2016. Cases of meningococcal W disease (“MenW”) in England have increased significantly in recent years, and it is in response to this rise in cases that this vaccine has been introduced.

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

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

We say goodbye and good luck to Vanessa Moore.

Hello and welcome back to Emma Edwards who has returned from maternity leave and is now job sharing with Claire Warman. Also, welcome to Diana Stangroom who has joined the Reception Team in September.

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