

# Surgery Newsletter

Mattishall & Lenwade  
Surgeries

Spring 2017

## The Link—Mattishall Dementia Support Group

The Link is a new support group for patients suffering with Dementia and their carers. Opening on Tuesday 21<sup>st</sup> March it will run on the third Tuesday of each month at Mattishall Methodist Church between 10am and 12 noon.

There will be activities, games, refreshments, information and support in a café style environment. The vision is to provide a link between those living with dementia and their families and society; helping them to feel less isolated through social contact and support.

The Link is free of charge and is run by volunteers.

If you are a carer of a person living with dementia and would be interested in attending, or if you are interested in becoming a volunteer at The Link, please contact Melanie Stevenson, Coordinator on 01362 858799 or Lynda Brandish, Assistant Coordinator on 01362 857810.

The Link is open to residents of Mattishall and the surrounding villages.

## Wing Walk Challenge

One of our patients Jenny Holland is looking to do something extraordinary to help raise money for the NNUH Eye Clinic Fund. On the 23rd July at Damyns Hall Airfield in Essex she will be flying at speeds of over 135mph as she undertakes a unique wing walk challenge in aid of the hospital charity.

Jenny, who will be 70 when she makes the wing walk, can be sponsored by visiting the online giving page [www.justgiving.com/jennyholland](http://www.justgiving.com/jennyholland) or by completing a sponsor form at Reception. So far, she has been pledged over £7,000.

Please support Jenny to push the boundaries of her own courage!

## Easter Opening

**Good Friday 14th April 2017—Easter Monday  
17th April 2017**

All sites closed - call 111 for out of hours GP

**Both practices reopen at 8.30am on Tuesday 18th April**

If you have an urgent medical need that can not wait until the surgery re-opens and need to contact the out of hours GP, call 111

**\*\*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 long Bank Holiday weekend\*\***



## Mobile Telephone Contacts



Please make sure that you provide a

current mobile number to the Practice and also remember to inform Reception staff if you change your mobile number.

If we have your mobile number you will receive text confirmation and reminders for appointments. We also send out invites for immunisations in this way.

## Obtaining Results

Reception at both Mattishall and Lenwade are very busy first thing in the morning. Please call after 10am if you are requesting the results of recent tests, for example bloods, urine, radiology.

If you call before this time you may be asked to call back. It is the patient's responsibility to check for the results of tests.

## Repeat Medication Items - Holidays

When ordering items early in advance of a holiday it is essential that you make this clear at the time of your request being made.

If you are going on an extended holiday abroad you can request up to a maximum of 3 months of repeat medication items to cover your trip.

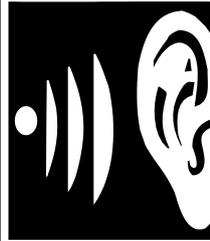
You will need to speak to a member of the Dispensary Team in person or on the Dispensary phone line to explain your request.

You can order your repeat medication items:

- ◆ By making a request using SystemOnline
- ◆ By using the 24 hour telephone request service
- ◆ By returning your repeat medication slip

## If you have a stoma, do you need support?

You can obtain specialist stoma nurse support and advice on managing life with a stoma by calling Ann Goodey on 07841 913145. Anyone who has not been seen by a stoma nurse for more than 2 years or anyone who has a problem with their stoma or appliance can self-refer.



## Ear Care Information

Evidence has shown that syringing wax from blocked ears is, in most cases, unnecessary.

Ear wax is normal and forms a protective coating of the skin in the ear canal. The quantity of wax varies greatly from person to person. If a plug of wax is formed in the ear canal this may cause a feeling of fullness and dulled hearing.

A nurse can look into your ear canal if these symptoms are troublesome. Ear wax need only be removed if it is causing severe symptoms.

**If earwax builds up and causes symptoms, ENT surgeons recommend the following:**

- Use **olive oil drops** twice daily for two weeks.
- If this does not work, use **sodium bicarbonate ear drops**, four drops twice daily, for a further two weeks.
- This should clear any blockage. If it doesn't, make an appointment to see a Practice Nurse. Ears will not be syringed unless the above procedures have been followed.

Olive oil and sodium bicarbonate ear drops are available from the pharmacy.

## Sharps Bins

Any patient on injectable medication such as insulin, methotrexate or tinzaparin should be aware that they need to have a sharps bin in their own home for the safe disposal of needles. Patients can order their replacement sharps bin at the same time as other repeat medication items. Various sizes are available at request.



Sealed bins can be returned to Reception at either Practice for disposal when they have been filled.

## Safety Alert: Fire Risk with E45 products

E45 is a paraffin based product, the residue of which acts as an accelerant in fire situations. Patients and carers should be aware that there is an increased fire risk in using large quantities of paraffin based emollients and are advised to regularly change clothing, bedding or dressings impregnated with the product and keep away from fire as it may pose a fire risk.



In a recent incident in Leicestershire, a bed bound smoker who was being treated with E45 cream died.

## DNAs (Did Not Attend)

Last month we had over 16 hours of wasted clinic time through patients failing to attend for appointments with the Doctors and Nurses. If you are unable to attend for your booked appointment please contact Reception to cancel, even if this is at the last minute, as appointments can often be reallocated at short notice.

If you want to be reminded by text message that you have an appointment at the Practice please provide your mobile phone contact number and you will be sent both confirmation and reminder text messages.



**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 1504 registered users. You can use SytmOnline to order prescriptions and book appointments with a GP.

## Touch Screen Check-In

Patients are reminded to use the self check-in available at both Mattishall and Lenwade to confirm their arrival for appointments. This leaves Reception staff available to deal with queries from patients in person and by telephone. If you would like some help in how to use the touch screen please ask a member of Reception staff who are happy to help.

## NHS E-Referrals

Most referrals to the hospital are now processed using the E-referral system to 'choose and book' your appointment. If you are told an appointment is not currently available and you have been added to a waiting list it may be some time before you are contacted again with the offer of an appointment. You should receive a letter to confirm this. In these cases if you don't hear from the hospital (it could be up to 18 weeks before your appointment), please ring the telephone numbers provided on your letter rather than contacting the Practice.



## Shingles Clinics

We are currently contacting eligible patients to invite them to attend for a Shingles vaccination against the Herpes Zoster virus. Patients with a date of birth between 2nd September 1942 and 1st September 1946 (aged 70/71/72/73) and patients with a date of birth between 2nd September 1936 and 1st September 1938 (aged 78/79) are currently eligible but the vaccine can only be given up to the 80th birthday.

We are running a clinic at Mattishall on Thursday 9th March and at Lenwade on Thursday 16th March. Please request a 10-minute nurse appointment at Reception.

## 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

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](mailto:emma.edwards1@nhs.net)

### Staff News

We wish our Dispensary Manager Sharon Newson our good wishes for her future as she is leaving the Practice after more than 20 years working with the Dispensary Team, having initially worked in the independent Pharmacy before it was brought in house. Good Luck Sharon!

Good Luck too to Dispenser Danni Phillips who leaves to further develop her own business, PaddlePaws!

## The Mattishall & Lenwade Team

**Doctors:** *Dr Hywel Jones, Dr Elizabeth Jones, Dr Johanna FitzGerald (Partners)  
Dr Emily Cary, Dr Susanne Ahlund, Dr Jane Ewing,  
Dr Melissa Allen, Dr Dovile Garaleviciene*

**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  
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