



Surgery Newsletter

Mattishall & Lenwade
Surgeries

Summer 2016

Norfolk Healthy Child Programme 3½ years School Readiness Health Check



We are delighted to tell you about a new service available to you and your child when they are aged 3½ years.

As part of Norfolk County Council's commitment to the development of children, we are now offering a School Readiness Health Check to children aged 3½ years registered with this practice. The aim of the School Readiness Health Check is to help us identify, with you, if your child needs any additional support to help prepare them for starting school.

We can advise you where to get help for your child with communication, socialising, physical exercise, nutrition, dental health and continence. We will work with your Health Visitor and share this information (with your consent) to try and give your child the best possible start to beginning school.

The new School Readiness Health Check will take place at the same time as the Pre-School Immunisations so you and your child will now be seen by the nurse for a 30 minute appointment.

Please arrange an appointment for your child when they receive their invitation.

Telephone Contacts



Please make sure that you provide a current contact number to the Practice and if you change your mobile number you let Reception staff know. This is especially relevant in the case of a medical emergency. If we have your mobile number we will also send you text reminders.

Bank Holiday Closure

Both sites are closed on Monday 29th August - 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 30th August 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



Appointment System

Pressure on appointments continues but each day at 8.30am and 12 noon we release book on the day appointments with all GPs running sessions that day. These same day appointments are for urgent problems. The current wait for a routine appointment at Mattishall is 1 week and for Lenwade 1 day.

Patients can help ease the pressure on appointments by cancelling appointments no longer needed and by only booking appointments to discuss correspondence or results when they have confirmation that the required information is available on their clinical record.



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 1389 registered users.

NHS Health Checks



We regularly invite patients by letter to attend for a NHS Health Check. Up until now, this service has only been available at Mattishall Surgery but during August and September we will be running some clinics at Lenwade and writing to eligible patients aged 40-74 registered at the branch to invite them to attend for a 20-minute appointment with a Health Care Assistant.

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.

Morning clinics at Lenwade are on **Tuesday 9th and Thursday 11th August** and **Tuesday 6th and Thursday 8th September** and an appointment can be arranged by calling Reception on 01603 871160.

Public Health Services

Our Health Trainer Shirley Ashby will be holding her last clinic at Mattishall on 2nd August.



Public Health
England

Unfortunately, Public Health, who fund the service have not renewed the contract due to budgetary cuts.

Other public health services are available as below:

- Support to stop smoking can be accessed freely by Norfolk residents. For advice on accessing services call 0800 085 4113 or book an appointment at Mattishall Pharmacy. Details of other providers can be found on www.norfolkslivingwell.org
- 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 for more information.
- For advice and practical sessions on how to cook and eat healthily, contact Joy of Food at joyof-food@norfolk.gov.uk or see www.norfolk.gov.uk/norfolkslivingwell
- For help with issues such as stress, anxiety or low mood contact the Wellbeing service on 0300 123 1503 or see www.wellbeingandw.co.uk
- Online advice and resources for healthier lifestyles can be found at: www.norfolk.gov.uk/norfolkslivingwell (links to Norfolk County Council Health & Wellbeing pages)

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?”



Patients are invited to respond to this question by completing a form available at Reception or by logging on to 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.



If you are looking for an opportunity to increase your activity levels why not take a look at Active Norfolk who can be contacted on 01603 732333 or information can

be found online at www.activenorfolk.org

Their mission is to make Norfolk an active, healthy and successful sporting county. Whether you are a sports club, school, coach, volunteer, athlete or just interested in getting involved in sport and physical activity, they can provide you with the support, information and advice you are looking for.

There are lots of activities listed. For example: dance, golf, walking, netball, martial arts....



ALL-HEART Research Study

If you are 60 or over and have a history of heart attack or angina you may receive an invite to take part in this study investigating whether adding the drug allopurinol to your medication will reduce the risk of having a stroke, heart attack or of dying due to cardiovascular disease.

Eligible patients will be written to and seen in the Practice by Nurse Jo if they agree to take part.



Provides all aspects of sexual health, including contraception, STI testing and treatment and genito-urinary medicine (GUM). The nearest location is 1a Oak Street, Norwich, NR3 3AE and appointments can be arranged by calling **0300 300 30 30**

Further information can be found online at

<http://www.icash.nhs.uk/our-services/norfolk/norwich>

Childhood immunisation Update

Just a reminder that from the 1st July babies will not be given the Meningitis C vaccination at 3 months but will have the combined Hib/Men C vaccine at 12 months instead.



Shingles Clinics

We are currently phoning eligible patients to remind 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 1945 (aged 70/71/72) and patients with a date of birth between 2nd September 1935 and 1st September 1937 (aged 78/79) are currently eligible but the vaccine can only be given up to the 80th birthday.

We are running clinics at Mattishall on Friday 29th July and at Lenwade on Monday 25th July. Further clinics will be arranged. Please request a 10-minute nurse appointment at Reception.

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

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 News

We have some changes to the GP Team happening in the autumn;

Dr Hauschild will sadly be leaving the Practice in September to return to her family in Germany and Dr Webb will be retiring from General Practice in November.

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