



Surgery Newsletter

Dr Jones and Partners

January/February 2015

New Years Resolutions

Have you made a New Year's resolution to improve your health in 2015?

We have a Health Trainer available to help.

Clinics are held at Mattishall Surgery every Tuesday afternoon and they can help you to:

- ◆ Give up smoking
- ◆ Reduce your alcohol intake
- ◆ Increase your physical activity
- ◆ Improve your diet.

Your first appointment will last for one hour with consecutive appointments lasting for thirty minutes. Appointments are on a one to one basis. Please speak to a member of staff to arrange a referral.



Did Not Attend

Do you feel you are having to wait longer to see a Doctor or Nurse?



In the last month we had 30 missed GP appointments and 112 missed nurse appointments. This adds up to a total of 23hrs and 40mins of unused time.

Please contact us to cancel your appointment if it is no longer needed, even at short notice.

Please help us to help you.

Shingles Vaccinations

Don't let shingles become a burning issue

Shingles vaccinations are now available for patients aged 70, 78, or 79 on the 1st September 2014

So if you were born on or between the following dates you are eligible for a free vaccination

- ◆ 02.09.1943 –01.09.1944
- ◆ 02.09.1935 - 01.09.1936
- ◆ 02.09.1934—01.09.1935

Please make an appointment with the Practice Nurse

Current Vacancies:

- ◆ Part-time Practice Nurse or
- ◆ Part-time Healthcare Assistant NVQ Level 3
- ◆ NVQ Level 3/ACT Dispenser
- ◆ Prescription Administration Clerk.

Please visit our website www.mattishallsurgery.co.uk for further details

Minor Illness

Norovirus-

Noroviruses are a group of viruses that are the most common cause of stomach bugs.

The virus is easily passed from one person to another through contact with an affected person, by touching contaminated surfaces and objects, or contaminated food and drink.

Symptoms—

Sudden nausea followed by projectile vomiting and watery diarrhoea. Some people have a raised temperature, headache, stomach cramps and aching limbs.

How long does it last?

Norovirus is usually short lived and most people make a full recovery within one to three days. Some vulnerable people may become dehydrated and require hospital treatment. If symptoms do not improve after three days, please contact the surgery or 111 for advice.

Treatment –

There is no treatment for Norovirus, apart from letting the illness run its course.

It is important to drink plenty of fluids, like water or diluted fruit juice. Make sure you get plenty of rest, If you feel hungry, eat plain, light food.

Preventing the spread—

The best thing you can do is to stay at home and avoid contact with people until at least 48 hours after your symptoms have cleared. You may be contagious even after your symptoms have settled. Avoid handling or preparing food for other people

Good hygiene is essential. Alcohol gel is not effective. Wash your hands with warm water and soap.

Close the toilet lid and immediately flush away any vomit or diarrhoea to keep the surrounding area clean. Clean any contaminated areas with disinfectant

Chaperones

Informal chaperones are available in the surgery.

Please speak to a member of staff if you would like a chaperone for your appointment.



Appointment Times

All patients are reminded that all appointments with a Doctor or Nurse are for 10 minutes unless otherwise requested.

Please request a double appointment if you have more than one problem to discuss with a GP or if you are due an annual review with the Practice Nurse.



Research

This Practice is part of a network of General Practices in the East of England who host medical research on a regular basis. The network is called Primary Care Research Network –East of England.

NHS
**National Institute for
Health Research**

Clinical Research Network



You may be approached by a member of this Practice to help participate in a research project. Please consider patient information about the research carefully. This information may be sent to you or given to you by your doctor or nurse or other health professionals to consider. Deciding not to participate in research will not affect your treatment.

CANDID Study– This study is looking into identifying factors which may impact on the spread of certain diseases. If you visit the surgery with chest or bowel symptoms you may be asked to take part.

SEA—This study is using a significant event audit to see if unplanned hospital admissions could be avoided. If you are admitted to hospital you may receive a letter from the surgery asking you for consent to discuss your admission at a Practice Meeting.

Garfield—This is an ongoing study looking into the treatment of patients newly diagnosed with Atrial Fibrillation

Specimens

Please can all patients ensure that specimens are placed into the specimen box in reception before 11.30am.

All specimens need to be correctly labelled with your name, date of birth and date and time of sample.

Please ensure the relevant form is also completed. If you do not have a form please ask a member of the reception team who will provide you with one.

Incorrectly labelled specimens will not be tested and will be discarded.



Car Parking

Please can patients be aware that unfortunately parking at the surgery is very limited and the car park near the cemetery is not a public car park as previously believed so this facility has been withdrawn.



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
claire.aves@nhs.net

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

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, Margaret Harris, Theresa Dennett,
Marcia Slee (Healthcare Assistant) Gwen Franklin (Phlebotomist)*

Management Team: *Theresa Brennan - Patient Services & HR Manager
Claire Aves - Acting Practice Clinical & 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

