

Surgery Newsletter 2018

Mattishall & Lenwade
Surgeries

Surgery Newsletter

Welcome to the Autumn 2018 issue of the surgery newsletter. Inside this issue you will find details of our Flu clinics, advice on how to stay healthy this winter. An update on our Charity Equipment Fund and much more.



FLU SEASON



Mattishall flu clinic appointments are currently available on:-

Saturday 13 October 18, Tuesday 30 October 4– 6pm (at Risk Patients), Tuesday 6 November 2—4pm (Over 65's)

Fluenz (Nasal Spray) Children's clinics will be held on:

Wednesday 10 October 2-3pm,

Wednesday 17 October 11:30-12:20pm,

Monday 29 October 11:30—12:20pm

Wednesday 31 Oct 18 4-5pm.

Lenwade flu clinic appointments are currently available on:-

Monday 12 November (Over 65's) 4– 5:30pm

Thursday 18 November (At Risk) 10—11:30am

Fluenz (Nasal Spray) Children's clinics will be held on

Thursday 4 October 10-11am

Monday 22 October 4-5pm

Please contact your usual surgery to book an appointment. Patients need to be booked into the correct clinic as two different vaccines are available. One for patients over 65 and one for 'at risk' patients.

Eligible Patients for 2018/19 Flu Vaccination are:

All people aged 65 years and over (including those becoming age 65 years by 31st March 2019);
People aged from 18 to less than 65 years of age with one or more of the following medical conditions:
chronic (long-term) respiratory disease, such as severe asthma, chronic obstructive pulmonary disease (COPD) or bronchitis;
Chronic heart disease, such as heart failure;
Chronic kidney disease at stage three, four or five;
Chronic liver disease;
Chronic neurological disease, such as Parkinson's disease or motor neurone disease, or learning disability;
Diabetes;
Immunosuppression, a weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment);
Asplenia or splenic dysfunction;
Morbid obesity
Pregnant women aged 18 or over (including those women who become pregnant during the flu season);
People aged 18 or over living in long-stay residential care homes or other long-stay care facilities*;
Social care workers;
Hospice workers;
Carers aged 18 or over; or
Household contacts of immunocompromised individuals who are aged 18 or over.

Children - 2/3 year old children with a date of birth 1 September 2014—31 August 2016 and 4—17 year olds in at risk groups are eligible for the nasal flu vaccine. (4—9 year old children with a date of birth 1 September 2008—31 August 2014 will be offered the vaccine through the schools programme.



TEST RESULTS SERVICE

The doctor or nurse arranging your test should tell you how to obtain the results. Please allow 5 days for most samples to be tested and remember it is the patient's responsibility to obtain their own results by contacting the Practice **after 10am**.

Patients will only be contacted by the Practice if there is an immediate action to take.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.



Our online service is called SystmOnline.

SystmOnline allows you to do the following at a time convenient to you:

- book appointments
- view/request prescriptions
- view a summary of your patient record CALLED A DETAILED CODED RECORD
- view test results
- view vaccination records.
- add/change contact details

Note: SystmOnline is only available from within the UK. You cannot access SystmOnline from abroad.

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 photo ID with you, such as a passport or driving licence.

When you have your user name and password, you can log in by visiting the following website: <https://systmonline.tpp-uk.com/> or use the links from the Practice website

Please note: SystmOnline passwords and password resets will not be given out over the phone however can be sent out via sms text message or email



You said, we listened, we actioned

Throughout 2018 a number of suggestions have been provided by patients using our feedback forms and the Practice website. Your feedback helps us to improve the services we offer to you. Below is a sample of questions asked and our response:-

Confidentiality a number of concerns have been raised regarding the ability to over hear conversations and consultations at both Mattishall and Lenwade Surgeries. In respect of the concerns raised you will note some seating has been removed from the corridors at Mattishall. The Practice is currently investigating the soundproofing of Lenwade Surgery and will keep you informed of this via the newsletter and notice boards.

Doctor / Nurse email contact. We currently do not provide an on-line service whereby patients can email their medical requirements direct to a GP or nurse. The Practice does not have the infrastructure or staffing to enable the provision of this capability.

STAYWELL THISWINTER

We want to help you stay healthy this winter

By being prepared and making the right choices this winter, you will be better placed to stay healthy, keep control of your health and wellbeing and get the right care for you and your family when you need. If more people are able to meet their own needs that will ease the pressure on health services and help to make sure the right care is available when people really need it.

Your Health What to do when you are not sure you need an appointment

There is increasing pressure on the Practice and the NHS as the winter approaches upon us we want to make sure the right people are seen promptly at the Practice. These winter pressures show a significant increase in the number of patients with coughs, colds, sore throats and flu-like symptoms, minor rashes, diarrhoea and vomiting. The majority of these conditions are caused by viruses and often do not actually need a GP appointment; they will not respond to antibiotics and will get better after a few days, most minor illnesses are self-limiting and get better with time.

On an average day in excess of 1,000,000 patients will see a GP in England and in the winter months this can increase by 30%.

As with last winter our telephone lines and reception teams will be working under the stress of these pressures. Please bear with us during the busy winter season. We will strive to answer your calls so please don't hang up when you get in the queue. It is expected the telephone lines will be especially busy in the mornings, if you cannot hold and can call back later in the day please do. Note calls for our test results service will only be actioned after 10am.

We want to encourage our patients to feel empowered to self-manage conditions themselves. What can you do?

Follow these handy tips to proactively manage your health:

Have the flu jab – particularly true for young children, those over 65, pregnant women and anyone with a long-term condition or if you are a carer.

If you develop a cough, cold or sore throat – take some paracetamol, drink plenty of fluid and if necessary seek further advice from NHS 111, NHS website or your local pharmacy.

Use local pharmacies for advice about common winter ailments.

Keep warm – Keep your home at 18C (65F) or higher if you can.

Eat well – hot meals and drinks can keep you warm.

Make sure you order and collect your **prescriptions** early enough – don't run out.

Take regular exercise – Exercise is good for both your physical and mental health.

Everyone should have a medicine cabinet – with a thermometer and common treatments for pain, allergies, diarrhoea and vomiting as well as treatments for minor injuries. Local pharmacists can advise.

Be winter-ready Get the flu vaccine



Prevent | Protect | Vaccinate

Medical Student Teaching

Two new group of students, 10 x Year 1 and 10 x year 4 join the practice at the end of September to gain an insight into the workings of General Practice.

Dr Hywel Jones will be joined by Dr Johanna Fitzgerald in providing teaching to the students and Carole Riches, the Student Administrator, will continue to organise the programme of events and invite patients to take part in the proceedings.

Feedback from students has been positive particularly regarding the learning they have gained by talking to patients about their medical conditions and the treatments they receive.

You may be asked if you are happy to be seen with students present if you attend the surgery on a Monday or Thursday.



Search **Stoptober** for help
and support to quit smoking.

BECAUSE THERE'S ONLY
ONE YOU



HELP US TO HELP YOU

Last winter a small number of local residents, patients and relatives of staff kindly gave up their time in providing 4 x 4 vehicle assistance to our clinical staff, ensuring we were able to provide a continuous healthcare service to our population.

Without such assistance the Practice would have struggled during the adverse winter weather to carry out home visits to those in need.

Were you one of those kind individuals, or would you be willing to assist this winter if required. If your answer is yes please pass your contact details to the Practice Manager Stephen Middleton.

Mattishall & Lenwade Surgeries Charity Equipment Fund

Many people probably don't know of the existence of this fund and what it is doing for your Practice. It all started in 1997 when two ladies who live within the catchment area of the Surgery decided that they would like to do something positive for the Surgery and arranged fund raising events to help buy medical equipment that was not readily available or provided by the NHS.

It was suggested in 1998 that the best way forward with this idea was to place it on a formal footing to comply with all legal requirements and to obtain maximum tax relief on Bank Interest and Investments. With this in mind a Charitable Trust was formed with three trustees (all patients) appointed and the necessary documentation set up to give maximum benefit to the Practice.

The funds are used to purchase medical equipment, recent purchases include a replacement Cardiac Powerheart Battery for the Automated Defibrillator located at Lenwade Surgery and two new Electrocardiograph (ECG) Machines for Mattishall.

We are currently hoping to assist with the cost of the future medical equipment requirements

Any patients wishing to make donations or to be involved with this Trust should get in contact with the Practice Manager, Stephen Middleton.

Your help and donations will be most welcome

Registered Charity No 1070187

Please keep us up to date with your current address, home and mobile phone numbers. Please complete a patient contact details slip at reception if you need to let us know of a change in details. If you move out of the area you will be required to register with a local GP surgery.

Pharmacy / Dispensary Opening Times

In order to provide staff with continued professional development the Pharmacy / Dispensary will with immediate effect open at 0900hrs every Wednesday.



Virtual Patient Participation Group

Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your Practice?

Do you have access to a computer?

If you answered yes then join our Virtual Patient Participation Group
www.mattishall.co.uk

The Virtual Group provides the wider Patient population with the means and the opportunity to get involved in the discussions and actions being taken helping to improve and increase the

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

There were a total of **410** missed appointments between 1 May —31 August 2018.

Please remember once you have reported for your appointment please take a seat in the waiting room. If you decide to leave the building please inform reception staff.

We provide NHS Health Checks

Aged 40 – 74?

Over 100,000 people in Norfolk have had their **FREE NHS Health Check**
Have you had yours?

Think you might be eligible?
 Ask for details and book one here today

Not had a NHS Health Check in last 5 years?

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.



MATTISHALL CAR PARKING

Mattishall Surgery operate a medications delivery service to our housebound Patients.

Unfortunately over recent weeks this service has been hindered due to patients parking in the area reserved for the delivery van.

Please do not move the cones and please do not park in the area marked for the delivery van.

Mattishall Surgery
15 Dereham Road
Mattishall
Dereham
Norfolk NR20 3QA

Phone: 01362 850227
Fax: 01362 858466

Lenwade Surgery
12 The Street
Lenwade
Norwich
Norfolk NR9 5SD

Phone: 01603 871160
Fax: 01603 872895

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

If you need help finding an NHS dentist in your area call PALS on 0800 587 4132

Newsletter Editor : Stephen Middleton Practice Business Manager

Staff News : Dr Melissa Allen will be commencing maternity leave in early Nov 18, the Partners and team wish her well and are looking forward to meeting the new family member.

We wish to welcome Vicky Rowe into the Dispensary team and Fiona Dempsey to the Pharmacy Team

The Mattishall & Lenwade Team

Doctors:- *Dr Hywel Jones, Dr Elizabeth Jones & Dr Johanna FitzGerald (Partners)
Dr Emily Cary, Dr Susanna 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:- *Stephen Middleton:- Practice Business Manager*

Theresa Brennan:- Patient services and HR Manager

Emma Edwards:- Data and Systems Manager

Sally Whales: Finance Manager

David Leigh:- Pharmacy/Dispensary 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, Tues, Thurs & Fri 8.30am to 6.30pm (closed 1-2pm for lunch)
Wed 09.00am to 6.30pm (closed 1-2pm for lunch)
Closed on Sat/Sun & Bank Holidays