



# Surgery Newsletter

Mattishall & Lenwade  
Surgeries

November 2016

## Seasonal Influenza Campaign

We are now holding mini clinics during normal surgery opening times at both Mattishall and Lenwade Surgeries for over 65's and other eligible patients at risk from the effects of influenza.

Eligible patients are as follows:

- Aged over 65 as at 31st March 2017.
- In clinical risk groups including patients with chronic respiratory disease, chronic heart disease, chronic kidney disease, chronic liver disease, chronic neurological disease and those with medication controlled diabetes.
- Immunosuppressed patients, patients with cochlear implants and patients with cerebrospinal fluid leaks are also eligible.
- Pregnant patients
- Carers

We have also contacted all patients up to the age of 18 who are eligible for the nasal spray version to invite them to book a 5-minute appointment with the Practice nurse.

Please contact Reception to arrange an appointment.

Children in school years 1, 2 and 3 will receive the nasal spray as part of the school based programme and parents should contact individual schools to find out when this is scheduled.



## 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.

## Christmas & New Year Opening

### Friday 23rd December 2016

Mattishall Surgery 8.30am-6pm Mattishall Dispensary/Pharmacy 8.30am-6.30pm

Lenwade Surgery 8.30am -12 noon

### Christmas Eve/Christmas Day/Boxing Day/ Bank Holiday Tuesday 27th December 2016

All sites closed - call 111 for out of hours GP

### Wednesday 28th - Friday 30th December

Normal opening hours

### New Year's Eve/ New Year's Day/Bank Holiday Monday 2nd January 2016

All sites closed - call 111 for out of hours GP

### Tuesday 3rd January onwards

Normal opening hours

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 Christmas and remember to order and collect your prescription items well in advance to ensure you have all required medication over the festive period\*\***



## Ordering and Collection of Repeat Medication Items

The Dispensary Team works very hard to consistently process requests for repeat medication items within the 48 working hours target. Patients are requested to order items in advance of when they are due to run out and to remember that items not on repeat and controlled drugs will take longer as the GP needs to authorise these requests individually.

Weekends and Bank Holidays are not classed as working hours and Lenwade patients need to remember that the branch is closed on Tuesday, Thursday and Friday afternoons and all day on Wednesday.

If you need your medication more urgently than the normal 48 hour wait then you should speak to a member of the Dispensary Team in person or on the Dispensary phone line and 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

## HEALTHIER YOU

NHS DIABETES PREVENTION PROGRAMME

A new programme has recently been launched for patients to be referred to when they are diagnosed as 'pre-diabetic'

*Healthier You: NHS Diabetes Prevention Programme* is a joint commitment from NHS England, Public Health England and Diabetes UK, to deliver at scale evidence based behavioural interventions for individuals identified as being at high risk of developing Type 2 diabetes. The programme aims to delay or prevent onset of Type 2 Diabetes by supporting people to achieve a healthy weight, be physically active and adopt a healthy diet.

Patients identified as being pre-diabetic will be offered a referral to the 9 month programme of advice, guidance and encouragement regarding diet, lifestyle and physical activity. An initial one-to-one assessment will be followed by face-to-face group sessions focusing on diet, physical activity, goal setting and sustaining changes. There will be regular weigh-ins and HbA1c blood tests to review progress.



### Mattishall Pharmacy

If you are in the Practice in the run up to Christmas why not take the opportunity to pop into the Pharmacy to see the range of Christmas gifts and stocking fillers that are available.

You may also wish to stock up on over-the-counter remedies for colds, flu, headaches and indigestion to keep you going over the festive period!



## Medicines Waste

Patients regularly return unused medications for a variety of reasons and this is encouraged so items can be safely disposed of. However, we regularly have huge quantities returned where multiples of the same drug have obviously been repeatedly ordered month after month and not used. If you are responsible for ordering medications then please ensure you only order what you need and open the bag before you leave the pharmacy to ensure you have the items you expect. Once items have left the building they can not be returned to stock. If a carer or family member orders on your behalf please regularly discuss your requirements with them so that they do not automatically order everything on your repeat list even if you do not need all the items. If you are unsure whether you need to continue a drug then you can speak to your GP or Pharmacist who can offer advice. You may be eligible for a Medicines Use Review where all your medications can be assessed by the Pharmacist.



## UEA Paramedic Trainees



We are currently hosting UEA Paramedic Science students for two week placements in primary care. They will be sitting in with GP's, Nurses and the Midwife and spending time out in the community with the District Nursing Team.

You may be asked if you are happy to be seen while a student is present. These placements are designed to give the students an insight into General Practice and the type of consultation and problems patients present with.



**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 1438 registered users.

## Deceased Patients

A plea to the relatives of deceased patients to contact the Surgery to check if the required paperwork has been prepared and signed by the Doctor before attending the Surgery. This may save you an un-necessary journey and will hopefully ensure that when you do attend everything is ready.



## 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 Tuesday 15th November and at Lenwade on Monday 28th November. Further clinics will be arranged.

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 welcomed Dr Dovile Garaleviciene to the Practice at the beginning of October. She has joined our team of GP's and is providing 6 sessions per week.

Congratulations to Receptionist Vicky who had Baby Jake in October—Mother and baby are both doing well!

We also welcome Amie and Zoe who have both joined the Dispensary Team as Apprentice Counter Assistants.

## 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 Kenneth Webb, 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  
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