

Long Stratton Medical Partnership



www.longstrattonsurgery.nhs.uk

Tel: 01508 530781

NEWSLETTER

July to September 2018



MESSAGE FROM THE DOCTORS

Summer holiday season is here. Amidst all the packing and preparations don't forget to consider your health whilst you are away.

- Please make sure you have enough medications to last your trip. Medications can be difficult to source elsewhere especially if you are abroad. It is advisable to take a copy of your prescription with you.
- If travelling abroad make sure you know whether there are any restrictions on which medications you can take to that country.
- Ensure you have valid travel insurance to cover the trip. For trips to Europe you should register for a free European Health Insurance Card (EHIC) - www.gov.uk
- Consider taking a small first aid kit for minor ailments such as insect bites, stomach upsets and minor injuries. These are widely available at pharmacies.
- Don't forget the sun cream - sunburn can ruin a trip and increase your risk of skin cancer.
- Further information can be found at NHS Fit For Travel – www.fitfortravel.nhs.uk



Have a wonderful summer!

NEWS FROM KEITH —PRACTICE MANAGER

So much has been going on since the last newsletter went out. We have had the impact of GDPR, we have had the peak of the hayfever season, we are now sadly past the longest day and our minds in the Practice are turning once again to the Flu Vaccination Programme. Just to keep you informed there are 2 different strains of Flu Vaccination this year for adults – one is for anyone aged 65 or above, and the other is for under 65's who are considered "at risk" and eligible. In previous years there has been the one injection for all adults. This is going to make our Flu Clinic a little more complex, and there are also supply issues this year which have added yet another challenge for us. We will be publicising our Flu Clinic dates fairly shortly but the biggest defining point is when we are receiving our supplies. Please bear with us – this is a National issue!

We have been conducting a comprehensive Patient survey ending on the 6th July. Our Patient Participation Group members have been doing a sterling job by handing out the surveys, talking to patients as they come in and leave, and helping to encourage you, our patients, to give us your feedback. The Partners and I would like to thank our PPG for all of their support, and we are all keen to summarise the findings, and see what we can do to react to any comments, ideas, or concerns. At the moment we are pleased to report that the majority of the feedback is very complimentary – we try very hard to provide an efficient and friendly service here for everyone – but if you have anything that you would like to raise with us please take the opportunity to tell us. If we don't know, we can't do anything about it, and your views matter.

I would finally like to say that the PPG are planning an extensive "Mental Health & Wellbeing" forum in conjunction with Long Stratton High School on the 15th September. We are inviting a wide range of service providers to talk to you about the local services, charities, events and groups that we have available around the locality. Please put the date in your diaries – Saturday 15th September 10:00am – 2:00pm at the High School main hall. The Practice is very keen to make this event a success – keep a look out on Facebook and on our web page for further details coming soon.

Goodbye / Hello: We are also saying a sad farewell to our Lead Nurse Debbie Alder and Administrator Sophie Allinson who will be leaving us during this quarter of the newsletter. We will also be saying farewell to Dr Jason Langley when he leaves us on Tuesday 21st July. We are looking forward to welcoming two new registrars - Dr Olumide Ayodele who starts with us on Wednesday 1st August for 12 months, and Dr Nipuna Senaratne who also joins us on Wednesday 1st July for 4 months.

Congratulations: Gemma produced a gorgeous baby daughter on Tuesday 24th April weighing in at 6lb and 9oz.....we have all enjoyed a cuddle with her cute addition to her family.

MESSAGE FROM THE RECEPTION AND SECRETARIAL TEAM

CONFIDENTIAL

GDPR and Patient Confidentiality



Our practice Manager Keith explained about the General Data Protection Regulation (GDPR) in our last newsletter, and how we respect your right to privacy and aim to keep all your health information confidential and secure. One aspect that has always been in place here at LSMP is ensuring that all patients have complete confidentiality unless they have given consent. Here are some examples of questions that our Receptionists are asked on a regular basis:

- Please can you tell me when my partner's / family member's appointment is?
Unfortunately we are unable to disclose this information to you
- Please can you tell me what my partner's / family member's blood test results are?
Unfortunately we are unable to disclose this information to you
- My partner/family member is already here in the surgery with the Doctor/Nurse – can you tell what room they are in, or if they are they still here?
Unfortunately we are unable to disclose this information to you
- When we ring a patient's landline number to contact them and it isn't the patient who answers the phone, we don't say where we are telephoning from.
Unfortunately we are unable to disclose this information to you



Feeling down because of a social situation that you don't know how to deal with, or just need some extra support. Then call the **Help Hub** now for free practical advice, and guidance.

Their Community Connector is also based at our surgery one day every week and has helped many of our patients find answers to their non-medical problems that affected their health. Please ask at Reception for details.

Tel: 01508 533933

www.south-norfolk.gov.uk/earlyhelp

Save an Appointment by phoning our Secretaries

If you require a letter of support from your GP (i.e. for housing, school, DWP etc) or forms for your GP to complete (i.e. insurance forms, DVLA, HGV etc), please contact the Secretarial Team in the first instance as these can usually be actioned without the need to make an appointment to see the doctor.

Please ring between
10.00am-1.00pm or 2.00pm-4.00pm

PLEASE MAKE SURE THAT WE ALWAYS HAVE YOUR UP-TO-DATE CONTACT DETAILS INCLUDING MOBILE NUMBER AND EMAIL ADDRESS

MESSAGE FROM THE NURSING TEAM



Train Like A Jedi

Get your children moving this summer as they follow the fun play along videos at Change4Life. New games will be released every week throughout the summer.

www.nhs.uk/change4life/activities/train-like-a-jedi

ACTIVE 10

BECAUSE THERE'S ONLY ONE YOU

EXERCISE ... MADE EASY

Did you know that walking briskly for just 10 continuous minutes counts as exercise? It's easier than you think to fit into your day with the Active 10 walking tracker app!

DOWNLOAD THE FREE ACTIVE 10 APP NOW

Available on the App Store

GET IT ON Google Play

Mirena, Copper Intrauterine Device and Contraceptive Implants can be fitted at the Practice. Our GPs are happy to discuss options with you and answer any questions you may have.

If you would like to book an appointment please contact our Reception Team.

For an online guide please visit NHS Choices at www.nhs.uk and search for Contraception Guide.

Contraceptive Devices




Blood Tests

Appointments can be made at the practice with our Healthcare Assistants and booked via our Reception Team.

If our clinics are busy blood testing for adults is available at the **Norwich Practices Walk-in & Health Centre** or at the **Norfolk & Norwich University Hospital**.

Blood tests for babies and children under 16 years old are available at the **Norfolk & Norwich University Hospital**.

Please ask us for your Blood Test Request Form if your test is being done elsewhere.



Do something amazing today.
Give blood.



Find us on Facebook

Search for Long Stratton Medical Partnership



3 out of 4 women take up their smear test invitation.

Don't delay booking yours.

Smear tests save lives.



Call our helpline: **0808 802 8000**

Find us online: jostrust.org.uk

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MESSAGE FROM LONG STRATTON & NEWTON FLOTMAN PATIENT GROUP

Mental Health and Wellbeing

Our next patient information event that we will be hosting in conjunction with the Practice and Long Stratton High School centres around Mental Health and Wellbeing. We are going to hopefully have a guest speaker, and some musical entertainment in the form of a choir, and perhaps a band. It will be a great opportunity to find out what services there are in this area, to talk openly about Mental Health, and perhaps meet new friends and create a network of support.

Saturday 15th September 2018
Long Stratton High School
10.00am to 2.00pm



Free NHS Health Check

Helping you prevent heart disease, stroke, diabetes and kidney disease

Find out your ...

- Blood Pressure
- Cholesterol
- Diabetes Risk

“Prevention is better than cure”



Are you 40—74 years old?

If you think you are eligible, or if you have received a letter saying you are eligible but have not had your check, please speak to a member of the Reception Team.