

# Long Stratton Medical Partnership

[www.longstrattonsurgery.nhs.uk](http://www.longstrattonsurgery.nhs.uk)

Tel: 01508 530781



## NEWSLETTER October to December 2018

### NEWS FROM KEITH —PRACTICE MANAGER

What a busy Summer period it has been for us all here in the Surgery! The heat has been phenomenal – lovely for Summer Holidays, not so great for those hard at work. Demand for our services didn't really dip off as in previous years so I would like to thank every member of the practice team for their efforts and commitment, and also thank our "patients for their patience."

During the summer our Patient Participation Group assisted in the collation of a survey. We ended up with over 500 responses and some great anecdotal comments that have given us food for thought, and are being formulated into an action plan to move our surgery forwards in line with your expectations. One of the most commented on areas from our patients, that is the most difficult to influence, is how difficult it is to book a routine appointment with your registered GP. We are very aware of this fact, and have recruited a new GP who has started with us in September to help alleviate some of this pressure. Some of you may have received letters saying that you are being moved from your existing Doctor, over onto Dr Draeger's list. We have thought long and hard over how we build Dr Draeger's list fairly, and the Partners were all involved in the decision making. We are confident that anyone moving to him will be very well looked after, and would ask for your co-operation in making this as smooth a transfer as possible.

There have been a number of comments that have come back to me directly about the fact that multiple letters were sent to the same household and, in principle I totally agree that this does seem to be a waste of money and time. Unfortunately, due to data protection regulations, each individual registered patient with us had to have a separate letter, and we obviously wanted to keep complete households together under the same registered GP. This led to us having to send the multiple letters to the same address.

Earlier in September our Patient Participation Group organised a fantastic event, along with the Long Stratton High School, which focussed on all aspects of Mental Health & Wellbeing. I think it is fair to say that the 2 guest speakers, Cédric Anselin ex of Norwich City FC, and Leah, a young lady who used to go to the high school, didn't leave a dry eye in the house. The way they spoke about their "journeys" was heart wrenching and so brave. There were 16 charities / service providers present with information and handouts, plus some lovely refreshments provided by the Friends Of The High School. During the day there were also performances from 2 local community choirs – "Shades Of Pink" who are all people who have either been treated for, or support someone affected by Cancer, and the Mulbarton Church Community Choir. Both are looking for new recruits who would like to join them, and find out just how powerful singing in a group can be to help lift your mood.

Mental health is a massive area and is still very stigmatised to talk about. We at the surgery are trying to help people to be able to open up and talk about their feelings. To give people the tools to help themselves by joining community ventures such as "The Men's Shed" to see how powerful just talking really is in helping to maintain a good sense of wellbeing. We are looking holding another similar type of evening soon in the New Year, perhaps as a more educational rather than an information event.

Finally from myself, I would like to wish everyone all the best for the autumn and winter period and a healthy end to 2018 – and start looking ahead with anticipation to a great festive period and New Year.

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

## MESSAGE FROM THE DOCTORS

On behalf of the partners we would also like to thank everyone that helped to organise or take part in the Mental Health & Wellbeing Awareness event that Keith mentions in his column on the previous page. Mental health problems are increasing in the UK and, arguably, teenagers and men are two groups less likely to seek the advice of Health Care professionals. With approximately 1 in 4 of us likely to suffer from a Mental Health illness at some point in our lives, and with worrying figures stating as many as 10% of children and young people have a clinically diagnosable mental health problem it is vital that we as a community are starting to talk more openly about these issues. As high-profile figures such as members of the royal family and sporting stars talk publicly about their struggles slowly and steadily the stigma surrounding mental health is lessening. More than a third of GP consultations are thought to have a mental health element to them. As we head into autumn and winter it is important to note that for some the long dark winter nights can trigger a deterioration in mental health, and paradoxically the festive season is a time when mental health can suffer.

We would encourage anybody who is suffering from symptoms of stress, anxiety & depression or engaging in self-harm or having thoughts of suicide to seek help.

## STAFF NEWS - HELLO/GOODBYE

We welcome Sue Fear and Shannon Armitage (Apprentice) onto our Reception Team. Storm Lansdell, who was on Reception as an Apprentice, has been offered a permanent position within our Administration Team. We said goodbye to Ben who completed his apprenticeship with us and has secured a position in another surgery, we now welcome Katie Barrett who is our new Apprentice Dispenser. We are happy to announce that we also have a new nurse starting early December - Amy Hughes. We say a very sad Goodbye to Dr Anna Ash who has been training with us for a year and leaves us on Friday 5th October.

# Are you eligible for a free NHS flu vaccination?



**Please ask at reception to find out more, or book into one of our main flu clinics:**

**Saturday 6<sup>th</sup> October – morning - at Long Stratton for Under 65s and Children**

**Thursday 18<sup>th</sup> October – morning – at Newton Flotman for Under 65s**

**Saturday 20<sup>th</sup> October – morning – at Long Stratton for Over 65s**

**Monday 22<sup>nd</sup> October – afternoon – at Newton Flotman for Children**

**Thursday 25<sup>th</sup> October – morning – at Newton Flotman for Over 65s**

**Other mini clinics dates will be available after these dates**



## MESSAGE FROM NICOLA OUTTEN, LEAD NURSE

I recently underwent some training to become the domestic abuse champion for our practice. The content of the course was hard hitting and emotionally challenging with statistics that were very distressing.

- 2 women a week are murdered by a partner or ex-partner
- 3 women a week successfully commit suicide and another 30 make an attempt as a direct result of domestic abuse
- 28 men a year are murdered by a female partner or ex-partner
- 1 in 5 children witness domestic abuse rising to 1 in 4 here in Norfolk every year.

Abuse comes in many forms, it can be physical, emotional or sexual and includes forced marriage and FGM (female genital mutilation) something happening even here in 'sleepy' Norfolk.

For the victims of domestic abuse it is not as simple as 'just leaving'. Attempting to leave an abusive relationship can be incredibly dangerous or even fatal and it will often take many years to find a safe way out of the situation.

The impact of domestic abuse on victims and those who witness abuse is profound. Some people may not even be aware that they are in an unhealthy or abusive relationship and the cycle of abuse may continue for many years until it is addressed by a friend, health care professional or other professional agency such as the police.

There are many agencies who can provide support to the victims of domestic abuse but raising awareness is a vital step towards helping more victims come forward and find the support they need to break free safely. [#saynotodomesticabuse](#) [#thefreedomcharity](#)

**You can find further information online at:** <https://www.norfolk.gov.uk/safety/domestic-abuse>

**Or receive advice and support from the Agencies below:**

**National Domestic Violence Helpline:** 0808 2000 247 (24 hrs) ran in partnership with Women's Aid and Refuge [www.womensaid.org.uk](http://www.womensaid.org.uk)

**Leeway Domestic Abuse Helpline:** 0300 561 0077 (24 hrs) [www.leewaysupport.org](http://www.leewaysupport.org)

**Paladin - National Stalking Advocacy Service:** 020 3866 4107 <http://paladinservice.co.uk>

**Mankind Initiative - helping men escape domestic abuse:** 01823 334244 [www.mankind.org.uk](http://www.mankind.org.uk)

**If you are in immediate danger, call 999 and ask for the Police**

### Look after yourself – Have Drink Free Days

The evenings become darker, we start celebrating Bonfire night, Christmas and the New Year - we exercise less and we might drink more. The more you drink the more you increase your risk of high blood pressure, heart and liver disease and run an increased risk of a range of cancers. Alcohol also contains a lot of calories, link this with less exercise and you can suddenly become overweight. The current UK guidelines advise limiting alcohol intake to 14 units a week for women and men (6 pints of average strength beer or 7 medium-sized glasses of wine a week).

**ONE YOU**

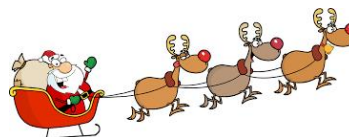
**VISIT: <https://www.drinkfreedays.co.uk/>**

**COMPARE YOUR DRINKING TO THE REST OF THE UK.  
SEE THE DIFFERENCE DRINK FREE DAYS COULD MAKE.**

**START**

In association with **drinkaware**

## CHRISTMAS DATES FOR YOUR DIARY



## ORDER YOUR MEDICATION IN TIME FOR THE CHRISTMAS BREAK

**SWAN LANE SURGERY**

Need a prescription before Christmas?

**Order on or before****Monday 17th December**

Need a prescription before the New Year:

**Order on or before****Monday 24th December****NEWTON FLOTMAN SURGERY**

Need a prescription before Christmas?

**Order on or before****Thursday 13th December**

Need a prescription before the New Year:

**Order on or before****Monday 17th December****The Practice will be closed on: Tuesday 25th December 2018****Wednesday 26th December 2018 and Tuesday 1st January 2019****WHEN WE ARE CLOSED****CALL 111** - for urgent medical help or advice 24 hours a day, 365 days a year. Calls are free.**VISIT A PHARMACY** - Pharmacists have a wealth of knowledge on how to treat common ailments.**VISIT NORWICH PRACTICES WALK-IN-CENTRE** Rouen House, Norwich - open 07:00 to 21:00**FOR LIFE THREATENING EMERGENCIES - call 999**

## LONG STRATTON &amp; NEWTON FLOTMAN PATIENT GROUP

**We continue to work alongside the practice providing help, support and health information events for all of our fellow patients.****If you are interested in becoming a member please ask at Reception or complete the form on the practice website, alternatively email Dawn at dawn.brighton@nhs.net.**

Carers Matter Norfolk

**Caring for the Carers**

An event providing information &amp; advice to carers

**Tuesday 30 October 10am - 1pm**Long Stratton Village Hall  
Ipswich Road (opp St Mary's Church)

Long Stratton NR15 2TA

**The event will feature practical demonstrations on:**

- \* Safer Moving & Handling
- \* Making hydration fun
- \* Music Mirrors - an innovative approach to capturing the memories of people living with memory loss
- \* Safe and fun physical activity for carers

**Plus a market place of information stalls****For further details contact:**Sarah Steele  
Tel: 01603 629211all carers  
welcome