



Tel: 01508 530781

# LONG STRATTON MEDICAL PARTNERSHIP

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

## NEWSLETTER - JANUARY TO MARCH 2019

### NEWS FROM KEITH —PRACTICE MANAGER

The festive period is now over and thoughts turn to those cold, dark days and nights of January and February followed by the prospect of spring with the days drawing out and the sunshine coming back.

As a practice the winter so far has been busy, but manageable. There were a few challenges from the dispensary point of view with the volume of prescriptions being requested, and the pressure was on for the team to provide the best service possible. One innovation which was implemented in September was a text messaging service to inform patients when their medication is ready for collection. This service definitely helped reduce the number of queries, and also stop people making wasted journeys to the Practice. The only way it works is to have an accurate record of your mobile phone number on our system so – if you have updated your phone, or changed your service provider and phone number, please let us know. The service only works as well as the information provided.

Just before Christmas on Friday 21<sup>st</sup> December we had the Mulbarton Community Choir in to sing some carols and do some festive readings for our patients in the waiting room. We invited our Patient Group members, our volunteer drivers,



and a small cross section of patients to the event which was very well received. The thought behind the event is that, at this time of year many people find Christmas a tough time for all sorts of reasons. Bereavement, mental health issues and social isolation can all conspire to make what is traditionally a happy time of the year into a very challenging one. We wanted to bring a little cheer to our patients, have a sing song, a coffee and a mince pie, and open up to anyone feeling a little bit down. This year we are planning to do something similar, but open it up to a wider audience, so watch this space in our newsletters for the date.

Along the theme of social isolation, we would like to ask people to keep an eye on their elderly neighbours throughout the year. The next few months may bring some particularly bad weather (Beast from the East last year) and it is at times like this that just popping next door, or a couple of doors down the road, giving the person a knock and just asking if everything is alright might make a massive difference to someone's life. It's not about being nosy or prying into peoples private lives, its about extending the arm of friendship and letting people know that they are not alone – even if between their own four walls they might feel that they are.

There are a number of events being planned in 2019 by our staff, and we have held a vote to nominate a charity to support throughout the year. We are pleased to announce that we will be fundraising all year for EACH (East Anglian Children's Hospice). There is talk already about bake offs, walks, quizzes, and 2 educational evenings at which raffles will be run to help raise more funds. EACH is a fantastic local charity, and we already have great links with them through our UEA Students who have placement visits with them. Our target is to hit £2000 or more by the end of December, we will have a totaliser in the surgery so you can watch our achievements.



East Anglia's  
Children's Hospices

**EACH provides care and support to children and young people with life-threatening conditions and complex healthcare needs, and their families. The support is provided free of charge therefore they rely on voluntary donations to support their service.**

## STAFF NEWS - HELLO/GOODBYE

We welcomed Lindsay onto our Reception Team and Megan to our Dispensary Team. We said a very sad Goodbye to Dr Nipuna Senaratne in December who finished his placement with us but have since welcomed Dr Rachel Mayne who is now with us for 4 months.



Dr Mayne

## MESSAGE FROM THE RECEPTION TEAM

### INFORMATION FOCUS - Online Access



This secure 24 hour online service allows you to book appointments with your own registered GP, view and order your medication. If you have a smartphone you can download an app to let you do this on the move.

In order to activate this service you will need to come and see us at Reception with photographic proof of ID e.g. driving licence, passport or anything else with your photograph on. We will take a copy of your photographic ID and ask you to confirm some personal details and this service will be available to you within one working week.

#### **Detailed Patient Access**

If you wish a Detailed Coded Record you will need to bring in two forms of photo ID (as above). If you are unable to provide these, we will accept one photographic ID plus a proof of address. This could be bank, credit card, building society or mortgage statements but must be originals and no more than 3 months old. You will be asked to complete a form with your name, address, date of birth details. This will be processed within 28 days and you will be notified by Alison Bridgeman, Office Manager, when this has been activated.

A Detailed Coded Record allows you to see laboratory test results, current and past medications, Immunisations, Problems (a list of conditions and significant procedures) and Consultations.

***Before applying for Detailed Patient Access please take time to consider the following:***

#### ***Forgotten History***

There may be something you have forgotten about in your record that may be upsetting.

#### ***Abnormal Results***

Sometimes results may be marked as "Abnormal". This does not mean there is something wrong it could be that the result is out of range.

#### ***Sharing your Information***

It is your choice whether or not you share your information with others. If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best if you do not register for access at this time.

#### ***Medical Terminology***

Your medical record is designed to be used and understood by medical professionals. Medical Terminology may be difficult to understand or be open to misinterpretation.

## INFORMATION FOCUS - Patient Messaging Service



For a while now we have been using a piece of software that we purchased from a company called MJog, an automated appointment reminder system that enables us to send text messages to patients on their mobile phones (you may hear us using the term M-jogging). This allows us to confirm appointments, send reminders and let you know if we need to change your appointment, advise you about any healthcare services or campaigns or even send you a message from a clinician. We would normally send a message if we have tried to call you on either your landline or your mobile and have not got an answer.

This service also allows you the facility to cancel your appointment via text message which saves you having to wait to get through to a receptionist on our main telephone line.

If you would like to sign up to this service please speak to our reception team, we require signed consent to communicate via mobile text messaging (GDPR 2018) and your current mobile phone number. Once we have your current telephone number registered on our system it is important that you advise us of any changes.

### MESSAGE FROM THE NURSING TEAM

## INFORMATION FOCUS - What you should know about Blood Tests



### Before your appointment

Eat and drink normally before your test but you are advised to avoid alcohol intake a night before as this can affect the blood results.

### Take your usual Medications

You should never stop taking prescribed medication unless advised to do so by your doctor.

### Drink Water

Blood is around 50% water therefore the more you drink the plumper your veins become and the easier it is for the phlebotomist to locate your veins and remove the blood. Ideally, drink extra water the day before your blood test, and continue to drink water before you have your test to ensure you are adequately hydrated. Limit caffeine, as this acts as a mild diuretic and increases the amount of urine you produce.

### Fasting Blood Test

Fasting means avoiding all food and beverages for 8 to 12 hours before the test. However you **MUST** still drink plenty of water and take your medications as normal.

Always let the phlebotomist know if you have any concerns like allergies, a needle or blood phobia, or have fainted in the past. They can help by keeping the needles out of your line of sight or by just simply chatting which will help you relax (useful tip –think about taking a magazine in to read which will distract you).

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**ONE YOU**

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

**NHS**

## Car Parking

Unfortunately we have had a spate of minor bumps to staff cars in our car park at Swan Lane Surgery, causing damage and costs to our team.

As you can see in the picture, there is a clearly marked area which indicates **Staff Only** parking, and we are going to have to be enforcing this more rigidly going forwards.



Any non staff car parked in the area will have a polite notice left on it, and a request made not to do it again. Any persistent offenders may be picked up on the CCTV system and we will actively talk to the individual concerned.

One of the reasons why patients find it difficult to park, at certain times of the day, is that our car park is used by people not visiting the surgery and taking up spaces for our patients. We do not want to go down the line of number plate recognition and fines etc, but if the car park continues to be abused in this manner, we may have to consider installing a system like this. Please, be fair to the staff, and to our patient population, and don't let the few spoil it for the many.

We would appreciate your support in this matter - thank you

## Men's Shed

### What is a Men's Shed?

It's a larger version of a typical man's shed in their garden

A place to get together  
To Share knowledge and learn skills  
Work on projects and hobbies  
Get involved in your community



The Long Stratton Men's Shed have kindly been offered space for their Shed at Tasburgh

We now need more members to help get this space ready to use as our workshop.

The group meets once a fortnight on Mondays at 2pm.

Next meeting 21st January 2019

at Depwade Ct, Long Stratton, NR15 2XY

Please come and support this exciting new project.

For further information please call  
Brian 01508 530400 or Liza 07920285085

## Long Stratton Jogging Club



Set up in December 2018 the club meets at Swan Lane Surgery car park at 6.30pm every Tuesday and Thursday. All levels and abilities welcome.

5K route and you go at your own pace.

Find them on Facebook or just turn up and join in.

## Park Runs and Couch to 5K

Some members of the practice team support the Park Runs at Mulbarton and Eaton Park, for more information see [www.parkrun.org.uk](http://www.parkrun.org.uk). Alternatively see the Couch to 5K programme on the NHS website [www.nhs.uk](http://www.nhs.uk)



## LONG STRATTON & NEWTON FLOTMAN PATIENT GROUP



The funds from our second-hand book sale has now provided a bike rack for patients at Swan Lane and Newton Flotman surgeries. We are now looking at the purchase of more children's toys for the waiting rooms.

Donations of any unwanted adult or children's book are always very much appreciated. Please hand these into Reception.

**Our next patient's Health Information Evening to be held late March/early April will be on the topic of Gut Health - Crohn's, Colitis, IBS, Coeliac's, please watch out for posters in the surgery or on the practice Facebook page for more information.**