

**NEWSLETTER (ISSUE 2 DUE TO CHANGE
OF DATE TO HEART INFORMATION EVENING PG 4)
JANUARY TO MARCH 2020**

NEWS FROM KEITH —PRACTICE MANAGER



Welcome to 2020 – a new decade and a new year – we would sincerely like to wish you all a very happy and healthy new year!

Firstly I would like to take this opportunity to thank all of our dispensing patients for their support and tolerance throughout the last quarter of 2019 whilst we got to grips with the issues in our dispensary. I am very pleased to report that we have a new Senior dispenser in place, and have a great team of people on board, all of whom are committed to giving you the very best service possible going forwards.

Whilst this has been happening in the surgery, we are also very aware that our non dispensing patients – those who live within a mile of the Well Pharmacy – have had a number of issues with the service provided by them. May I please just take this opportunity to make it clear that it is not the fault of the staff down at the Pharmacy. They are genuinely trying to give the best service possible, but they are having issues with the way in which they have to operate. Due to legal reasons we are not allowed to dispense to any patient who lives within a mile of the Pharmacy and, although I have been collating feedback and communicating with the Well Pharmacy Head Office and the CCG, we do not have any direct influence over the service being provided.

If you are a patient who has been affected, you are able to request that your prescription be sent to any other pharmacy, including online or “distance providers.” This option is useful if you happen to work in Norwich, Diss or another town or village that has another Pharmacy.

Following on from the resounding success in fundraising for East Anglian Childrens Hospices where we raised a superb figure of £2200, we have now voted and chosen the East Anglian Air Ambulance as our nominated charity for 2020. There will be numerous fundraising activities going on throughout the year for this fantastic charity, so keep your eyes open on Facebook, and in our newsletters for progress updates. The target for 2020 is to go a little better than last year and aspire to hit £2,500 if we can. Any support would be gratefully received.

Please take care over the coming couple of colder months where we tend to get any snow and ice. Look out for each other, especially neighbours who may be isolated or in need of support with shopping. This time of the year with the nights still being long and dark, is often a very difficult time for people. Be kind, think of the people around you, and make sure that you keep yourselves warm and well.

Together we save lives



Hello: In December we welcomed Rebecca into our Secretarial team and Gemma into our Dispensary team. In February we welcome Dr. Mahendra Adikaram on a six month placement.

Goodbye: From a clinical perspective we need to inform you that sadly Dr Turnbull will be leaving us at the end of January as she is relocating to the Gloucestershire area. We are very sorry to see Dr Turnbull leave as she has provided a great service for us over the last two and a half years. We are actively recruiting for a replacement but, as is being publicised on the National news, there is a shortage of GP's and we may go for a period of time with no one in post. As soon as we can tell you more, we will do.



Goodbye: In February Dr Jenny Drummy who has been with us for six months moves onto her next stage of training in Palliative Care, we are really happy that she still remains focused on a future career in General Practice. Dr Hannah Bardsley remains with us until March when she will move onto a placement in the ENT department.



Goodbye: In December we bid a happy retirement to Ruth, one of our hard working secretaries. We all miss her fantastic personality, her wit and of course her Friday bakes. If she puts in as much effort into enjoying her retirement as she has working with us, it will definitely be a success!



Organ donation law in England

NHS
Blood and Transplant



What is changing?

From spring 2020, all adults in England will be considered to have agreed to be an organ and tissue donor when they die unless they recorded a decision not to donate or are in one of the excluded groups. This is commonly referred to as an 'opt out' system. This means that if you have not confirmed whether you want to be an organ donor – either by recording a decision on the NHS Organ Donor Register or by speaking to friends or family – it will be considered that you agree to donate your organs when you die. Organ donation remains an act of great generosity. You still have the right to choose whether or not to be an organ donor. Your family will be consulted about donating your organs when you die.

For more information please visit : <https://www.organdonation.nhs.uk/uk-laws/organ-donation-law-in-england/>

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

Car Parking

- The back of our car park is reserved for staff members and visitors only. Can we ask that all patients use the car parking lots at the front and right hand side of the building.



Five Ways to Wellbeing: Connect



- January is a great time to start connecting with the people around you.
- Whether that is with your family or friends or at home or work.
- Think of these as the cornerstones of your life and invest time in developing them.
- Building these connections will support you everyday.

PRACTICE FOCUS

Dispensary



The New Look of Dispensary for 2020

We have had a very challenging time in our Dispensary during 2019. Thankfully we have a great new team and are now fully staffed.

We are a very busy Dispensary, providing a range of services to over 6,500 of the practices patients across our two sites at Long Stratton and Newton Flotman.

We are now able to process most repeat prescriptions in two full working days** and will endeavour to send text messages whenever possible to advise when your prescription is ready for collection. Please see reception if you would like to receive our text service if you haven't already done so.

We can also receive repeat prescription requests online—come in with some photo ID and we can set this service up for you.

**2 days at Long Stratton only, this is different at our branch surgery at Newton Flotman as they are open three days a week only (Monday, Tuesday and Thursday).



We would like to thank you for your patience and support throughout 2019 and look forward to a great 2020!

INDIGESTION
SWEATY
CLAMMY
**CHEST PRESSURE/
DISCOMFORT**
**ARM ACHE/
NUMBNESS**
BREATHLESSNESS
NAUSEA

**Would you know
the symptoms of a
heart attack**



Thursday 23rd April 2020

Long Stratton High School

7:00pm - 9:00pm

Learn about signs, symptoms and health of your heart from a cardiologist. The evening will be supported by Norfolk Accident Rescue Service (NARS), who will provide bystander CPR and defibrillator training.

Evening organised by Long Stratton and Newton Flotman Patient Participation Group

Norwich Medical School - The next generation

www.uea.ac.uk/medicine



We are currently teaching Year 4 medical students from the University of East Anglia. They are with us to see patients covering medical topics within Paediatrics, The Mind and Obstetrics & Gynaecology.

What can you offer the students? Every week the students cover a different topic at the university, they come to the practice to meet patients so they can understand what it means in reality to have the problem they are studying. We know you have a story to tell and we need your help to train the students to appreciate what it really means to be unwell. You may be asked if you would mind being seen by a medical student, we of course recognise and respect that not everyone will be comfortable talking about their condition. We completely understand if you refuse, you do not have to give us a reason and your care will not be affected in any way.

What would you have to do? Talking to a medical student is like talking to a doctor that does not know you, they will ask you your medical history and questions about your medical condition, this normally takes between 30 and 45 minutes. Occasionally we ask patients to talk to the whole group.

School of Clinical Medicine



We have two students with us for six weeks from 6th January . Anna and Satnam are in their final year and they are spending this time with our GPs and other practice staff in order to gain valuable experience. When you contact us for an appointment you may be given an appointment with one of them, if you are happy to see them. The student will talk to you about your medical problem and may examine you, after which a Doctor will come into the room with you and the student. The Doctor will ask the student to summarise your medical problem and their thoughts, after which the Doctor will ask you questions, examine you and discuss your problem with you as they would normally.