

School Readiness Health Checks

We are now offering School Readiness Health Checks for children as part of the Norfolk Healthy Child Programme for children registered at this surgery.

If you have a child aged between 3 and 4 you will receive a letter inviting your child to attend this Health Check as part of their appointment for the Pre-School Booster Immunisation.

The purpose of the School Readiness Health Check is to identify any health or social needs that your child may have and enable us to address these to support their development before they go to school.

Further information can be found at:

<http://www.icenihealthcare.co.uk/assets/HCP-Useful-Docs/0339-Transition-into-Schools-Is-your-Child-ready-.pdf>

Repeat Prescriptions

A reminder that **3 working days** notice is required when ordering repeat prescriptions.

This does not include weekend days or bank holidays.

Managed Repeats

Would you like us to manage your repeat medications for you?

We offer a service whereby when you pick up your medication, you tell us what you need for the following month and we will give you a date to collect this rather than you needing to remember to re-order. If you would like to use this service, please enquire at dispensary.

Useful Contact Numbers

Emergencies/Life threatening conditions – 999

Out of Hours – 111 (the new NHS number)

Norfolk & Norwich University Hospital – 01603 286286

James Paget University Hospital – 01493 452452

Cromer Hospital – 01263 513571

Norfolk First Response Service - 0344 800 8020

Carers Agency Partnership - Free local helpline **0808 808 9876**
(open 9-5 Mon-Fri and 10-2 on Saturdays)



STAITHE SURGERY

Newsletter – Winter 2017



For general information about the surgery visit www.staithesurgery.co.uk

Keep Warm, Keep Well

Cold homes have a significant impact on people's health. One of the best ways of keeping yourself well during winter is to stay warm. Visit the NHS Choices website for helpful information on keeping warm and well this winter.

<http://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx>

Coping with Colds and Flu

Most of us will have a cold this autumn or winter, and some of us will have the flu. Visit the NHS Choices for useful information on how to look after yourself if these viruses affect you.

<http://www.nhs.uk/livewell/coldsandflu/Pages/Coldcomfort.aspx>

Patient Participation Group

Staithe Surgery has a small group of patients that form a Patient Participation Group (PPG). The PPG is open to all patients at this practice and their role is increasingly important in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

PPGs can help GPs to develop an equal partnership with their patients. They can help them to communicate accurately and honestly with individual patients, and with the wider community about key health matters.

As a group, the PPG values your opinions which in turn can assist the development of services delivered. If you would like to know more about the PPG or are interested in becoming a member, please contact

Mat Phillips or **Kate Bywater** on 01692 582000.

Flu Clinics

Our annual flu clinics were held at the beginning of October. Our wonderful nurses vaccinated 844 patients during one and a half days alone! Those who attended will know that it gets very busy, so thank you for your patience whilst waiting and thank you to our reception and nursing staff for ensuring everything ran smoothly. We are aware that the waiting time was longer than we anticipated at some points during the day and we are currently looking at ways to improve how the clinics are run in the future.

We would be grateful for your feedback which you can provide via the following link. This will help us with planning next year's flu campaign.

<https://www.surveymonkey.co.uk/r/MJ39PB8>

If you are eligible for a flu jab and have not yet had one, please contact us as soon as possible to arrange an appointment.

Thank you

Thank you from all the staff for the Christmas cards and gifts we received from you. These were very much enjoyed. We hope you all had a good Christmas and New Year and wish you well for 2017.



Staff Update

We would like to welcome our new salaried GP **Dr Carolyn Scott** to the practice. Dr Scott joined us at the start of November and is available for appointments on Mondays, Thursdays and Fridays.

We would like to welcome **Toni Ward, Jan Doughty** and **Madeleine Howard** to our dispensary team.

Our receptionist **Katie Hart** is having a baby and is now on maternity leave. We would like to wish Katie well with the rest of her pregnancy and we are all looking forward to meeting baby Hart in 2017!

We would like to welcome **Emma Ward** who will be working on reception covering Katie's maternity leave.

Electronic Prescription Service

We are introducing a new way to issue prescriptions. If you collect your prescribed medication from a pharmacy, you will no longer require paper prescriptions; we will send them directly by computer to the pharmacy you choose. **This is called the Electronic Prescription Service (EPS)** and it is being introduced across England. It has a number of advantages:

- ✓ **More convenient**
- ✓ **No need to visit the GP just to collect a prescription**
- ✓ **Secure and safer**

How does it work?

Your doctor, nurse, reception or pharmacy staff will ask you to nominate a pharmacy that is most convenient for you.

When you get a prescription it will be sent directly to the pharmacy you choose.

Your pharmacy will still need a little time to process the prescription, just as it does now.

You don't need a computer for this – it is all done for you.

If you collect your prescribed medication from the dispensary at your GP surgery, you can continue to pick up your prescriptions in this way. You do not need to do anything.

You can find out more at: <http://systems.digital.nhs.uk/>

Charity Donations



£36.45 was raised for the Royal British Legion from the sale of poppies at the surgery in November.



£18.82 was raised towards the funds of the Lifeboat Service

Thank you