

## Staff Update

### GP Registrar

Our Registrar **Dr Sophie Wheatcroft** completed her time with us in August. We wish Sophie well with her future career.

### New GP

We would like to welcome our new GP **Dr Jennie White** to the practice. Dr White will be joining us in mid September.

### Reception

In August we said goodbye to **Emma Ward** who was providing maternity cover on reception. Emma is also expecting a baby and we are delighted to welcome back **Jenny Hopewell** who has taken on the maternity cover. We wish Emma well and look forward to meeting her new arrival.

### Hearing Support Service – Mobile Clinic

The mobile clinic will be at Staithe Surgery 1-3 pm on  
21<sup>st</sup> September  
19<sup>th</sup> October  
23<sup>rd</sup> November  
14<sup>th</sup> December

For retubing, cleaning and supplying batteries for NHS hearing aids.  
Advice about support groups for sign language, tinnitus and hearing.  
Information about assistive listening technology and lipreading.

### 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 Carers Support** – 01603 219924  
**Children & Young People's Health Services** – Health Visitor/School Nurse or health advice – 0300 300 0123



# STAITHE SURGERY

## Newsletter – Autumn 2017



For general information about the surgery visit [www.staithesurgery.co.uk](http://www.staithesurgery.co.uk)



### Staithe Surgery Flu Week – September 2017

Eligible patients include; those aged 65 years and over, patients who are currently pregnant, and those with long-term conditions (inc. diabetes, respiratory, heart liver and kidney conditions, or reduced immunity).

Further guidance is on the NHS Choices website.

Flu clinics will take place on the following days:	Times:
Mon 25 <sup>th</sup> Sept	0900 - 1630
Tues 26 <sup>th</sup> Sept	0900 - 1630
Wed 27 <sup>th</sup> Sept	0900 - 1930
Thu 28 <sup>th</sup> Sept	0900 - 1630
Fri 29 <sup>th</sup> Sept	0900 - 1630
Sat 30 <sup>th</sup> Sept	0830 – 1200 – No appointment needed

**We are taking bookings now, call the surgery on 01692 582000 to confirm your place. We will offer a 30 minute window to attend, except Saturday which is a turn up and wait clinic.**

### **Staithe Surgery – Missed Appointments**

Patients who fail to attend their NHS appointment costs the NHS about £700m a year, with up to **six million** appointment slots wasted annually.

In August 2017 the total number of wasted appointments at Staithe Surgery was 140, or 3% of all appointments.

This equates to 25.33 lost hours.

Help us and other patients. If you are unable to attend an appointment, please let us know as soon as possible.

### **Meningitis MenAWCY vaccination**

If you are a school leaver or first time university entrant and have not yet received your Meningitis AWCY vaccination, please book an appointment by phoning us on 01692 582000.

Teenagers born between 1/9/98-31/8/99 are now eligible. Also eligible are under 25 year olds who were born on or after 1/9/1996 and have missed school vaccination or previous catch up campaigns OR new entrants to higher education (university freshers) who have not yet been immunised with MenACWY.

### **Repeat Prescriptions**

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

***This does not include weekend days or bank holidays.***

Please remember to take your medication with you on holiday. In case you forget, please carry an up to date list of your medications with you, which you can then take to a local GP surgery in order to obtain your medication.

**IMPORTANT NOTE:** If you are signed up for our Managed Repeats Service, please remember to bring in your green Managed Repeats card when collecting your medications. Thank you.

## **STAITHE SURGERY** *in collaboration with* **Ludham & Stalham Green Surgeries**

*Invite you to their*

***HEALTH AWARENESS EVENT***  
*(Raising awareness of symptoms and promoting local support groups and services)*

**Friday 22<sup>nd</sup> September 2017**

**2.00-4.00 pm**

**at**

**Stalham Town Hall**

***All welcome, refreshments available. We hope to see you there.***

### **SystemOnline App**

If you are registered for online services, the SystemOnline app is available for Apple and Android devices. It can be downloaded free of charge from the relevant app store.

The app allows patients to manage any aspect of their healthcare all from one place. It offers much of the same functionality as the online service. The app has extra functionality to the online service to promote patient responsibility for their care. This additional functionality includes:

- Adding appointments to the phone calendar and set reminders.
- The potential to use integrated Google Maps functionality to identify nearby NHS services.

