

## Christmas and New Year Opening Times

Monday 25<sup>th</sup> December – CLOSED

Tuesday 26<sup>th</sup> December – CLOSED

Wednesday 27<sup>th</sup> December – Normal Surgery Hours - **NO LATE EVENING SURGERY**

Thursday 28<sup>th</sup> December – Normal Surgery Hours

Friday 29<sup>th</sup> December – Normal Surgery Hours

Monday 1<sup>st</sup> January – CLOSED

Surgery re-opens on Tuesday 2<sup>nd</sup> January



### 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.

### 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 – Winter 2017/18

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

### Forget-me-not Club

**For people living with dementia and their carers**

**One Thursday a Month**

**Lessingham Methodist Church, Chapel Loke,  
Ingham Road, NR12 0TD**

**Visit for support, to make new friends, enjoy games, activities,  
music and lunch.**

Anyone interested should contact Lay Pastor Ros Peedle

01692 405591 or 07976 720440

Email: [ros.peedle@live.co.uk](mailto:ros.peedle@live.co.uk)



### Poppy Appeal

£44.22 was raised for the Royal British Legion from the sale of poppies at the surgery during November – *thank you.*

### Flu Clinics

As you may be aware, we changed the way we held our flu clinics this year and had a 'flu week' with bookable appointment slots. We are pleased to say that this was extremely successful and patient feedback has been excellent as we minimised waiting times and queues and parking was not an issue.

During that week alone we vaccinated 1127 patients – thank you to all our wonderful nurses!

We still have vaccines available so if you are over 65 years of age, or in one of the 'at risk' categories, please contact us to book an appointment.

If you have received notification from us that your child is eligible for the flu nasal spray and have not yet booked an appointment, please contact us to arrange this.

For more information about the flu vaccine and eligibility, please visit the NHS Choices page <https://www.nhs.uk/Conditions/vaccinations/Pages/who-should-have-flu-vaccine.aspx>

### Health Awareness Event

Thank you to everyone who attended our Health Awareness Event on 22<sup>nd</sup> September. The event was a great success and we hope to hold another one in the future. Thank you to all the staff and members of our Patient Participation Group who were involved.

### Staff Update

**Dr Anoop Dhesi** will be taking a 3 month sabbatical commencing in January. **Dr Hans Dethmers** will be covering Dr Dhesi's clinics during this time.

Congratulations to **Dannielle Dawson** who is reaching the end of her apprenticeship with us. We are delighted that Dannielle has accepted a permanent position at the practice and we wish her well with her future career.

Congratulations to our secretary **Charlotte Lee** who has commenced training to be our new Health Care Assistant. Charlotte will continue to be a member of the administrative team in addition to her new role.

We are sad to say goodbye to our receptionist **Katie Hart** who has decided not to return to the practice following the birth of her baby. Katie has been an excellent receptionist for 5 years and will be missed by us all and we wish her and her family all the best at this exciting time.

### Summary Care Record (SCR)

The Summary Care Record consists of basic information from the patient record such as your date of birth and address, details of allergies, current prescriptions and adverse reactions to medicines. Then, each time a patient uses an NHS service, more information may be added to it. The summary care record can be accessed – with patient consent – by hospitals, A&E departments, the Out of Hours Services, 111 and the Ambulance Service.

Additional information can be added to your SCR by your GP practice. This is known as an **Enhanced Summary Care Record (eSCR)** and is a summary of information about your medical history.

This can include the following:-

- Your long term health conditions such as asthma, diabetes, heart problems or rare medical conditions.
- Your relevant past medical history – clinical procedures you have had, why you need a particular medication, the care you are currently receiving and clinical advice to support your future care.
- Your healthcare needs and personal preferences – you may have particular communication needs or have made legal decisions or preferences about your care that you would like known.
  - Immunisations

**Please note that specific sensitive information** such as any fertility treatments, sexually transmitted infections, pregnancy terminations or gender reassignment **will not be included**, unless you specifically ask for any of these items to be included.

There are already clear benefits for your care from having medication, allergy and adverse reaction information available through your regular Summary Care Record. If you choose to add additional information through the Enhanced Summary Care Record, this can further increase the quality of your care.

To enhance your Summary Care Record please enquire at reception. Further information can be found at:

<https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/2016/SCR-patient-leaflet.pdf>