East Norwich Medical Partnership

# NEWSLETTER

Thorpe Medical Centre
St Williams Way

**Thorpe St Andrews** 

Norwich

NR7 OAJ

Telephone: 01603 778277

www.eastnorwichmedicalpartnership.co.uk

February 2019

**Sprowston Medical Centre** 

**Aslake Close** 

Sprowston

Norwich

NR7 8DG

#### Patients Who Did Not Attend Appointments & Failed to Cancel

#### **Doctors**

In 2018 we had 324 GP appointments where patients failed to attend without cancelling

These could not then be offered to other patients in need.

### This wasted 77 hours of GP time

#### **Nurses**

In 2018 we had 858 nursing team appointments where patients failed to attend without cancelling.

These could not then be offered to other patients in need

This wasted 236 hours of a precious resource





Ask Reception for details

#### **Home Visiting Service**

The East Norwich Medical Partnerships has joined the *OneNorwich* Home Visiting Service pilot project. The service has been designed to help support GP workload. Some of our home visits will undertaken by a team of Advanced Nurse Practitioners and Emergency Care Practitioners) GP support will be provided by our On Call Doctor. This projected is supported by Norwich CCG.

Appropriate home visit requests will undergo telephone triage by the On Call Doctor. and patients deemed suitable will be referred onto the Home Visiting Service for a visit by this team

The visiting clinician will take a full history, assess and examine the patient and undertake any necessary investigations. The clinician will have access to the On Call Doctor.

The clinicians will be able to:

- Generate Prescription requests.
- · Refer patients to other services.
- Take a clinical sample. (for example, blood or urine)



Make the right decision		NHS
999	Only in an emergency:  loss of consciousness   severe breathing difficulties   heavy bleeding	Emergency Department
<b>†</b>	When it's urgent but not life threatening: sprains   fractures   minor burns   skin infection	Walk In Centre - Rouen Road Minor Injuries Unit - Cromer
	For symptoms that don't go away: ear pain   back pain   stomach pain	GP Surgery
4	Feeling poorly and need advice about: fevers   stomach upset   aches & pains   headaches	GP Pharmacy
	Need help fast and its not an emergency? Unwell?   Confused?   Need help?	NHS 111
	For common ailments and illnesses: hangover   grazed knee   sore throat   cough	Self-Care

## Norwich Walk-in Centre WHS

If you or someone in your family needs medical assistance and you are unable to see your own GP, the NHS Walk-in Centre in Rouen Road, Norwich is here to help.

Our highly trained and experienced clinical staff are able to deal with a wide range of medical problems and health concerns.

This free NHS service is open every day of the year 7:00am to 9:00pm

Norwich Practice's Health & Walk-in Centre Rouen House, Rouen Road Norwich NR1 1RB Tel 01603 677500

Melissa Dalton

www.norwichwalkincentre.co.uk

# Some common medicines should now be bought over the counter

NHS

Great Yarmouth and Waveney, North Norfolk, South Norfolk, West Norfolk and Norwich

Clinical Commissioning Groups



- Norfolk and Waveney NHS spent £5.7m on medications which could have been bought over the counter at a fraction of the price.
- By caring for yourself you help save valuable NHS time and resources which can be spent on life-saving treatments.

Help save the NHS precious £££s, please don't ask your GP for medicines which can be bought over the counter. YOUR
MEDICINES,
YOUR
NHS

For further information ask at your local practice or pharmacy for a fact sheet.



@YourMED\_YourNHS #selfcare #askyourpharmacist

#### Tinnitus Awareness Week: 4 - 10 February

#### What is Tinnitus

Tinnitus is the term for the sensation of hearing a sound in the absence of any external sound. Symptoms of tinnitus are you may hear different types of sound, for example, ringing, whooshing or humming or buzzing in the ear. These can be continuous or they can come and go. The tinnitus might seem like it's in one ear or both, in the middle of the head or even be difficult to pinpoint. Some people may think the noise is coming from outside and hunt for it until they discover it's actually inside them!

#### Who get Tinnitus

Tinnitus is very common and is reported in all age groups, even young children. About 30% of people will experience tinnitus at some point in their lives but the number of people who live with persistent tinnitus is approximately 10%. Tinnitus is more common in people who have hearing loss or other ear problems, but it can also be found in people with normal hearing. The experience of tinnitus is different for different people. Most people find that they are able to continue their normal day-to-day activities. However, a small percentage of people with tinnitus report it as severely affecting them.



#### What causes tinnitus?

Whilst we do not know the exact answer to what causes tinnitus, we know that it is not a disease or an illness. It is generally agreed that tinnitus results from some type of change, either mental or physical, not necessarily related to hearing.

If there is a change in the system, for example, a hearing loss or ear infection, the amount of information being sent to the brain changes. The brain then responds to this change in levels by trying to get more information from the ear, and the extra information you may get is the sound we call tinnitus. The tinnitus is therefore actually brain activity and not the ear itself! It is generally accepted that it isn't only a change in the ear that can result in tinnitus, but it could be due to a change in our stress levels, for example, with tinnitus being noticed after periods of significant stress, a change in life circumstances or general wellbeing.

Fortunately, tinnitus is rarely an indication of a serious disorder and a doctor will be able to check this for you.

#### What should I do?

The first person to talk to is your GP. You may need to be referred to an Ear, Nose and Throat (ENT) Surgeon or an Audiovestibular Physician, who will rule out any medical factors, assess your hearing and probably give you some information about what tinnitus is and how best to manage it. Some hospitals have hearing therapists or specially trained audiologists who are available to offer more support if you need it.

For more information visit: https://www.tinnitus.org.uk/all-about-tinnitus

# Prescribing of medication available to purchase over the counter in Norfolk and Waveney



Great Yarmouth and Waveney, North Norfolk, South Norfolk, West Norfolk and Norwich

Clinical Commissioning Groups

The NHS does not support the prescribing of medication that is available to buy over the counter from local pharmacies or supermarkets for minor self limiting conditions.

The medications listed below are examples of medicines that should be purchased by the patient, parent or guardian. This list is not exhaustive:

Moisturising creams, gels, ointments and balms for dry skin with no diagnosis

Hay fever remedies e.g. antihistamines, nasal sprays (patients over 18 years)

Vitamins and supplements e.g. low dose vitamin D (less than treatment dose),

I-Caps, multivitamins

Rehydration sachets

Anti-diarrhoeal medication for short term diarrhoea (less than 72 hours) and rehydration sachets

Lubricating eye drops and chloramphenicol eye drops and eye ointment (patients over 2 years)

Paracetamol and ibuprofen for short term use

Laxatives for short term use (less than 72 hours)

Head lice treatments

Threadworm tablets and ringworm treatments

Haemorrhoidal preparations e.g. Anusol

Antiperspirants

Cough and cold remedies

Medicated shampoos e.g. Alphosyl, Capasal (for dandruff and cradle cap)

Mouthwash e.g. Corsodyl

Indigestion remedies e.g. Gaviscon, Peptac

Cold sore medication

Infant colic medication

Nappy rash creams

Travel sickness medication

Warts and verruca treatment

Earwax drops

Self care to precious

#### Eating Disorders Awareness Week: 25 February - 3 March

#### What are eating disorders?

Eating disorders are serious mental illnesses that involve disordered eating behaviour. This might mean limiting the amount of food eaten, eating very large quantities of food at once, getting rid of food eaten through unhealthy means (e.g. purging, laxative misuse, fasting, or excessive exercise), or a combination of these behaviours. It's important to remember that eating disorders are not all about food itself, but about feelings. The way the person interacts with food may make them feel more able to cope, or may make them feel in control.

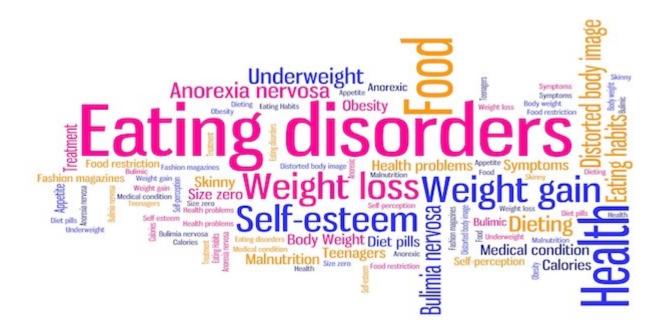
Eating disorders include:

- anorexia
- bulimia
- · binge eating disorder

#### What causes eating disorders?

Eating disorders are complex – there is no one single reason why someone develops an eating disorder. A whole range of different factors combine, including genetic, psychological, environmental, social and biological influences. A number of risk factors need to combine to increase the likelihood that any one person develops the condition.

We don't yet know everything about what causes an eating disorder, or what treatments will work for everyone, but we do know there are effective treatments available.



#### Diagnosis of an eating disorder

The first step towards getting help for an eating disorder is usually to visit the GP. If they think someone has an eating disorder, they should refer them to a specialist for further assessment or treatment.

For more information visit: https://www.beateatingdisorders.org.uk/types

# Think Twice, Seek Advice.

Antibiotics aren't always the answer.

Always seek the advice of a healthcare professional before taking antibiotics.



Antibiotic resistance is a global health threat which kills around 700,00 people worldwide each year, a figure expected to rise to 10 million by 2050 unless something is done today

World Antibiotic Awareness Week aims to increase awareness of global antibiotic resistance and to encourage best practices among the general public, health workers and policy makers to avoid the further emergence and spread of antibiotic resistance.

## Meningitis symptoms

#### Common signs and symptoms of meningitis in babies and toddlers

Not all children will develop all the symptoms listed below. If your child develops some of these symptoms, especially a rash, get medical help urgently.



A rash that does not fade under pressure - or using the glass test, is a sign of meningococcal septicaemia. They are more difficult to see on darker skin, so look on paler areas of the skin and under the eyelids. The spots or rash may fade at first, so keep checking.

Remember, if you can't get in touch with your GP, or are still worried after you've spoken to them, take your child to the Accident and Emergency (A&E) department of your nearest hospital.



Weak, high pitched or continuous cry



Vomiting and refusing feeds



Cold hands and feet



Fever



Irritability, especially when picked up



Floppiness and listlessness, or stiffness with jerky movements



Shivering



Rapid or unusual patterns of breathing



Skin that is pale, blotchy or turning blue



Drowsiness, less responsive vacant or difficult to wake



A stiff neck



A bulging fontanelle (the soft spot on a baby's head)

acting fast saves lives!

For more information visit www.nhs.uk/conditions/meningitis



www.nhs.uk