

East Norwich Medical Partnership

NEWSLETTER

Thorpe Medical Centre

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Thorpe St Andrews

Norwich

NR7 OAJ

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www.eastnorwichmedicalpartnership.co.uk

March 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

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!



GET
MJog Messenger

Ask Reception for details

ENMP Patient Participation Group (PPG) Meeting

ENMP Patient Participation Group (PPG) Meeting



Date: To be confirmed

Time: 6.00 p.m.

Venue: Sprowston Primary Care Centre

For more information contact norwichccg.ppg@nhs.net or telephone

Lisa Vandepier Practice Manager for more information on

Tel. No. 01603 778277

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



9 9 9

Only in an emergency:
loss of consciousness |
severe breathing difficulties |
heavy bleeding

Emergency Department



**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



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

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

www.norwichwalkincentre.co.uk





IMPORTANT NOTICE

Changes to prescribing of Gabapentin and Pregabalin

From 1st April 2019 Gabapentin and Pregabalin become Schedule 3 Controlled Drugs.

Good practice requires that repeat prescriptions for this class of drug is now limited to a 1 month supply. If your prescription for Gabapentin or Pregabalin is currently for more than a 1 month supply then the quantity prescribed will be reduced.

We are now able to send prescriptions for controlled drugs via the Electronic Prescription Service to your nominated Pharmacy. If you are not registered for this service please speak to reception who will get this organised for you.

Please order your prescription in plenty of time to help us manage the transition processes required.

Some common medicines should now be bought over the counter



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

Clinical Commissioning Groups



Add it
to your
shopping
list

- 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.**



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

 @YourMED_YourNHS #selfcare #askyourpharmacist

If you want to stop smoking, you can make small changes to your lifestyle that may help you resist the temptation to light up.

Think positive

- You might have tried to quit smoking before and not managed it, but don't let that put you off.
- Look back at the things your experience has taught you and think about how you're really going to do it this time.

Make a plan to quit smoking

- Make a promise, set a date and stick to it. Sticking to the "not a drag" rule can really help.
- Whenever you find yourself in difficulty, say to yourself, "I won't even have a single drag", and stick with this until the cravings pass.
- Think ahead to times where it might be difficult (a party, for instance), and plan your actions and escape routes in advance.

Consider your diet

- Is your after-dinner cigarette your favourite? A study revealed that some foods, including meat, make cigarettes more satisfying.
- Others, including cheese, fruit and vegetables, make cigarettes taste terrible. So swap your usual steak or burger for a veggie pizza instead.
- You may also want to change your routine at or after mealtimes. Getting up and doing the dishes straight away or settling down in a room where you don't smoke may help.

Change your drink

- Fizzy drinks, alcohol, cola, tea and coffee all make cigarettes taste better.
- So when you're out, drink more water and juice. Some people find simply changing their drink (for example, switching from wine to a vodka and tomato juice) affects their need to reach for a cigarette.

Identify when you crave cigarettes

- A craving can last 5 minutes. Before you give up, make a list of 5-minute strategies.
- For example, you could leave the party for a minute, dance or go to the bar.
- And think about this: the combination of smoking and drinking raises your risk of [mouth cancer](#) by 38 times.

Get some stop smoking support

- If friends or family members want to give up, too, suggest to them that you give up together.
- Did you know that you're up to 4 times more likely to quit successfully with their expert help and advice?
- You can also call the NHS Smokefree helpline on 0300 123 1044, open Monday to Friday, 9am to 8pm and Saturday to Sunday, 11am to 4pm.

Get moving

- A review of scientific studies has proved exercise, even a 5-minute walk or stretch, cuts cravings and may help your brain produce anti-craving chemicals.

Make non-smoking friends

- When you're at a party, stick with the non-smokers.

Keep your hands and mouth busy

- [Nicotine replacement therapy \(NRT\)](#) can double your chances of success.
- As well as patches, there are tablets, lozenges, gum and a nasal spray. And if you like holding a cigarette, there are handheld products like the inhalator or [e-cigarettes](#).
- When you're out, try putting your drink in the hand that usually holds a cigarette, or drink from a straw to keep your mouth busy.

Make a list of reasons to quit

- Keep reminding yourself why you made the decision to give up. Make a list of the reasons and read it when you need support.
- Ex-smoker Chris, 28, says: "I used to take a picture of my baby daughter with me when I went out. If I was tempted, I'd look at that."

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 help
save the NHS
precious
£££££

Purple Day - Epilepsy Awareness: 26 March

What is Epilepsy

Epilepsy is a disorder of the brain in which there is a tendency to have recurring seizures. The fact that seizures can reoccur is key, as a one off seizure does not mean it is epilepsy.

It can affect anyone, at any age, from any walk of life.

An epileptic seizure results from a sudden electrical discharge in the brain that causes changes in sensation, behaviour or consciousness.

Seizures can take many forms because the brain is responsible for such a wide range of functions. Seizure symptoms depend on where in the brain this abnormal burst of electrical activity happens. As a result, there are many different types of seizures - most usually last from a few seconds to a few minutes and usually stop without any treatment.



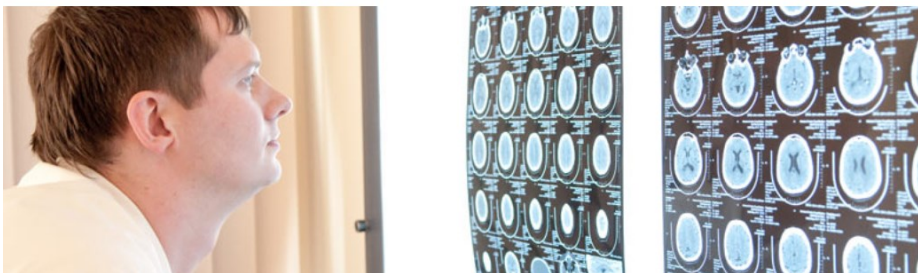
Diagnosing epilepsy

Getting a diagnosis of epilepsy can often take some time. Only until there have been two or more seizures that a diagnosis of epilepsy will be considered, unless there is an obvious known cause.

There is no test for epilepsy and diagnosis is almost entirely dependent on medical history, although can be possible with an accurate eye witness account.

It can be a long and frustrating process for families, so it is important to keep accurate records of any seizures, noting down when they occur, how long they last and a full description of what happened, including any changes in behaviour before the seizure. This will help the child's medical team to understand the full picture.

Usually an initial medical examination will take place and the results of any further investigations will also take into account eyewitness reports.



Managing seizures

Many people say that seeing someone having a seizure for the first time is a terrifying experience. Perhaps the most difficult thing for people is the fact there is very little that they can, or should, do.

Most seizures will stop by themselves without the need for any medical treatment, but it is important that you keep the person safe during a seizure to prevent injury.

For more information visit:

<https://www.youngpilepsy.org.uk/about-epilepsy/diagnosing-epilepsy/>

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)

NHS

acting fast saves lives!

choices

your health, your choices

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

www.nhs.uk