

East Norwich Medical Partnership

NEWSLETTER

Thorpe Medical Centre

St Williams Way

Thorpe St Andrews

Norwich

NR7 OAJ

Telephone: 01603 778277

www.eastnorwichmedicalpartnership.co.uk

April 2019

Sprowston Medical Centre

Aslake Close

Sprowston

Norwich

NR7 8DG

Patients Who Did Not Attend Appointments & Failed to Cancel

Doctors

Since **January 2019** we have had **80** GP appointments where patients failed to attend without cancelling

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

This wasted 14 hours of GP time

Nurses

Since **January 2019** we have had **44** nursing team appointments where patients failed to attend without cancelling.

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

This wasted 178 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 notified

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




Public Health
England

NHS

Cervical screening can stop cancer before it starts

Two women die every day from cervical cancer.

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with your GP practice now.**



Remember
to book
cervical
screening!

CERVICAL
SCREENING
**SAVES
LIVES**

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



- 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

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
£££££

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.



What is Stress ?

Stress is primarily a physical response. When stressed, the body thinks it is under attack and switches to 'fight or flight' mode, releasing a complex mix of hormones and chemicals such as adrenaline, cortisol and norepinephrine to prepare the body for physical action. This causes a number of reactions, from blood being diverted to muscles to shutting down unnecessary bodily functions such as digestion.

In the modern world, the 'fight or flight' mode can still help us survive dangerous situations, such as reacting swiftly to a person running in front of our car by slamming on the brakes.

The challenge is when our body goes into a state of stress in inappropriate situations. When blood flow is going only to the most important muscles needed to fight or flee, brain function is minimised. This can lead to an inability to 'think straight'; a state that is a great hindrance in both our work and home lives. If we are kept in a state of stress for long periods, it can be detrimental to our health.

When your body goes into a state of stress, we may feel agitated and aggressive towards others; this can be due to our bodies' natural reaction being "fight". This can be a helpful reaction to ward off predators, but in unnecessary situations, it can negatively affect relationships and ruin reputations.

10 Steps Stress Solution

- Prioritise Your Health
- Get a Good Nights Sleep
- Practice Deep Breathing
- Stay Hydrated
- Eat for Wellbeing
- Get Moving to Combat Stress
- Adopt a Positive Mind Set
- Master Your Time
- Don't be a Slave to Tech
- Learn to Say No



How It Affects Us

One of the difficulties with stress is that people experience stress in different ways. This contributes to stress manifesting itself differently. So it would be wrong to over generalise when giving advice on how to identify stress in others. However, what we can say is that because stress has negative effects, it will usually manifest itself one way or another.

Stress targets the weakest part of our physiology or character; if you are prone to headaches or eczema, this will flare up. If you have low levels of patience or tolerance for others, this will be the first area to present under times of stress.

Stress isn't avoidable but it is manageable. A key action in order to minimise risk is to identify stress-related problems as early as possible, so that action can be taken before serious stress-related illness occurs.

For more information visit: <http://www.stress.org.uk/>



Multiple Sclerosis Awareness

MS stands for multiple sclerosis. It is a neurological condition that affects the nerves in the brain and spinal cord, also known as the central nervous system or CNS.

'Sclerosis' means scarring or hardening of tiny patches of tissue. 'Multiple' is added because this happens at more than one place in the brain and/or spinal cord.

Fact About MS

- MS is a disease affecting the central nervous system (the brain and spinal cord)
- More than 100,000 people in the UK have MS
- MS is the most common condition of the central nervous system affecting young adults
- MS is a life long condition but it is not a terminal illness
- It is not infectious or contagious so it can't be passed on through meeting someone with MS
- Everyone's MS is different so no two people will have the same range and severity of symptoms, even if they are closely related



Who Gets It

- MS is more common in countries further north or south from the equator
- MS is nearly three times more common in women than men
- It is usually diagnosed when people are in their 20s and 30s but can be diagnosed in younger and older people.
- MS is not inherited, but family members do have a slightly higher risk of developing MS

MS
AWARENESS MONTH

Living Day To Day

- Symptoms can come and go and vary greatly in their impact on someone from day to day, or even from hour to hour
- There may be periods of relapse of varying length and severity
- There are treatments for the symptoms of MS although the condition can't currently be cured

For more information visit: <https://www.mstrust.org.uk/>

Your Personal Information



Your practice takes your privacy very seriously



You can ask questions or complain about how we use your information



We make sure staff are trained to protect your information



We collect, store and use information about you and your health so that we can give you the best possible care



We share your information with other health and social care providers involved in your care, unless you ask us not to



We use other companies to help us deliver services – but we always make sure they protect your information



We use technology to protect your information



We use your information to check our services are safe and good quality



We do not keep your information for longer than necessary



Sometimes we are required to share your information by law



If you move away or register with another practice, we will send your records to the new practice



You have rights when it comes to your information

For more information visit www.eastnorwichmedicalpartnership.co.uk and click on Your Information or ask at reception for our Data Protection Officer details.

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