

East Norwich Medical Partnership

NEWSLETTER

Thorpe Medical Centre

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Norwich

NR7 OAJ

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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

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

CANCEL IT!



GET
MJog Messenger

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



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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



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

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
£££££

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.

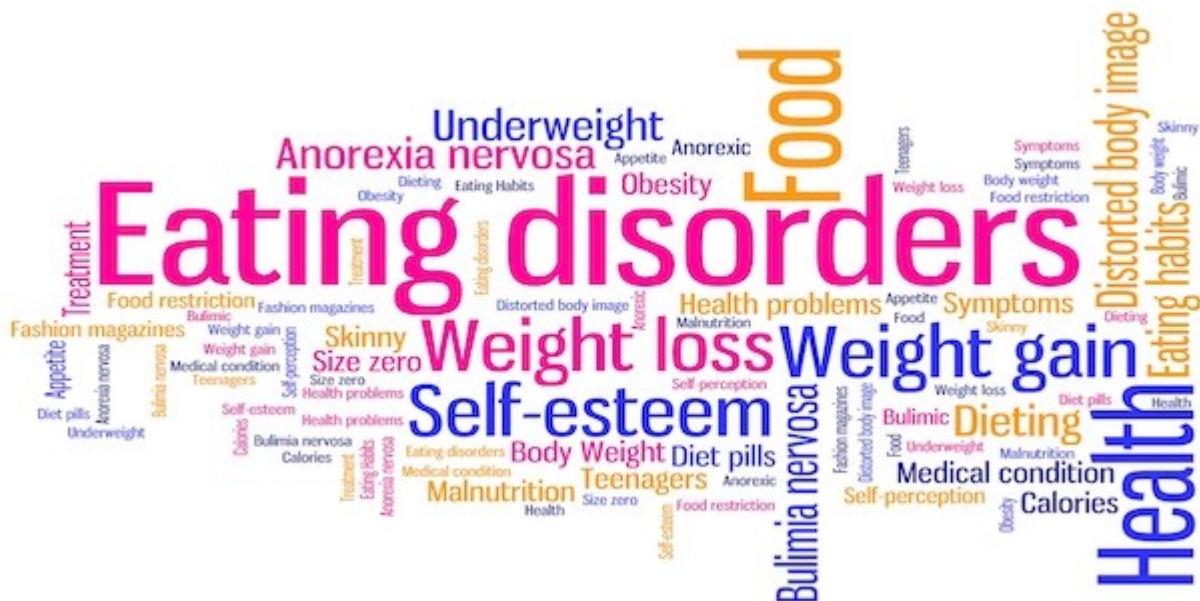
Eating disorders include:

- 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)

NHS

acting fast saves lives!

choices
your health, your choices

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

www.nhs.uk