

East Norwich Medical Partnership

NEWSLETTER

Thorpe Medical Centre

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Thorpe St Andrews

Norwich

NR7 OAJ

Telephone: 01603 778277

www.eastnorwichmedicalpartnership.co.uk

Jun 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 142 GP appointments where patients failed to attend without cancelling

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

This wasted 27 hours of GP time

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


CANCEL IT!

Nurses

Since January 2019 we have had 317 nursing team appointments where patients failed to attend without cancelling.

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

This wasted 78 hours of a precious resource



GET
MJoG Messenger
Ask Reception for details

ENMP Patient Participation Group (PPG) Meeting

ENMP Patient Participation Group (PPG) Meeting



Date: Thursday 6th June 2019

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

MEASLES

**Think you have measles?
Please inform reception staff
immediately!**

You can then be seen in a separate
room and stop the infection
spreading to others.

Measles symptoms:
high fever; sore, red, watery
eyes; cough; aching and feeling
generally unwell; a blotchy red
brown rash.

immunisation

The safest way to protect children and adults

MEASLES

There has been an increase in the reported cases of Measles in the UK.

This is because the MMR vaccine is highly effective and vaccine uptake has been very high in the UK for many years.

But this doesn't mean that measles has disappeared. Measles is common in many countries around the world, and currently there are several large measles outbreaks across Europe.

We'll continue to see imported measles cases in the UK, and anyone who hasn't had 2 doses of the MMR vaccine can catch it.

In 2016 there were more than 500 measles cases in England, many in teenagers and young people attending summer festivals who'd missed out on their MMR vaccine in childhood.

Measles is a highly infectious viral illness that can be very unpleasant and sometimes lead to serious complications.

Anyone can get measles if they haven't been vaccinated or haven't had it before, although it's most common in young children. The infection usually clears in around 7 to 10 days.

Symptoms of measles

The initial symptoms of measles develop around 10 days after you're infected.

These can include:

- cold-like symptoms, such as a runny nose, sneezing and a cough
- sore, red eyes that may be sensitive to light
- a high temperature (fever), which may reach around 40C (104F)
- small greyish-white spots on the inside of the cheeks

A few days later, a red-brown blotchy rash will appear. This usually starts on the head or upper neck before spreading outwards to the rest of the body.

When to see your GP

You should contact your GP as soon as possible if you suspect that you or your child may have measles.

It's best to phone before your visit as your GP surgery may need to make arrangements to reduce the risk of spreading the infection to others.

You should also see your GP if you have been in close contact with someone who has measles and haven't:

- been fully vaccinated with 2 doses of the MMR vaccine
- had the infection before

You should do this even if you don't have any symptoms.

Is measles serious?

Measles can be unpleasant, but will usually pass in about 7 to 10 days without causing any further problems. Once you have had measles, your body builds up resistance (immunity) to the virus and it's highly unlikely you'll get it again.

But it can lead to serious and potentially life-threatening complications in some people.

These include infections of the lungs (pneumonia) and brain (encephalitis).

Read more about the complications of measles.

How measles is spread

The measles virus is contained in the millions of tiny droplets that come out of the nose and mouth when an infected person coughs or sneezes.

You can easily catch measles by:

- breathing in these droplets
- touching a surface the droplets have settled on and then placing your hands near your nose or mouth (the virus can survive on surfaces for a few hours)

People with measles are infectious from when the symptoms develop until about 4 days after the rash first appears.

How measles can be prevented

Measles can be prevented by having the measles, mumps and rubella (MMR) vaccine. This is given in 2 doses as part of the NHS childhood vaccination programme. The first dose is given when your child is around 13 months old, and a second dose is given at 3 years and 4 months.

Adults and older children can be vaccinated at any age if they haven't been fully vaccinated before. Ask your Practice Nurse about having the vaccination.

If the MMR vaccine isn't suitable for you, a treatment called human normal immunoglobulin (HNIG) can be used if you're at immediate risk of catching measles.

Treating measles

There are several things you can do to help relieve your symptoms and reduce the risk of spreading the infection. These include:

- taking paracetamol or ibuprofen to relieve fever, aches and pains (aspirin should not be given to children under 16 years old)
- drinking plenty of water to avoid dehydration
- losing the curtains to help reduce light sensitivity
- using damp cotton wool to clean the eyes
- staying off school or work for at least 4 days from when the rash first appears

In severe cases, especially if there are complications, you or your child may need to be admitted to hospital for treatment.




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**

Cervical Screening Awareness

Cervical cancer is the most common form of cancer in women under 35 with two women in the UK per day dying from the disease.

Cervical cancer forms in the cells that line the cervix. The cervix is the lower, narrow part of the uterus (womb) which joins to the top end of the vagina. Cervical cancer may not have symptoms in its early stages, but it can be prevented through regular cervical screening (smear test) (a procedure in which a sample of cells are taken from the cervix and examined for abnormalities under a microscope or tested for high-risk human papillomavirus (HPV), depending on where in the UK you live).

Cervical cancer is not thought to be hereditary, 99.7% of cervical cancers are caused by persistent high-risk HPV infections, which cause changes to the cervical cells. HPV is an extremely common virus; around four out of five people (80%) will contract one type of the virus at some point during their lifetime. HPV is spread by skin-to-skin contact of the genital area, which means that anyone who has ever been sexually active could be infected.

The body's immune system will usually clear up HPV infections and generally most people don't even know they have contracted the virus.

Regular cervical screening appointments can prevent up to 75% of instances of cervical cancer, saving 5000 lives per year. Despite this, many women are reluctant to have this test done with a quarter of women not responding to their screening invitation.

We want:

- Every woman to understand why the test is important
- Every eligible woman to be able to attend
- To encourage action to make the test more accessible



<https://www.jostrust.org.uk/blog>

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

A smear test
lasts **5** minutes.

The impact of cervical cancer
lasts a lifetime.

Attend your smear test.
Reduce your risk.

Jo's cervical
cancer trust



Contact us:

0808 802 8000

[jostrust.org.uk](https://www.jostrust.org.uk)

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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

Need urgent healthcare

When your GP surgery is unavailable?

Pharmacists
can help with
many conditions



Under **5**
minutes*

Call 111 for the
right help, whatever
the time



Under **8**
minutes*

Walk-in Centre
Rouen Road,
Norwich
7am-9pm,
7 days a week
01603 611786

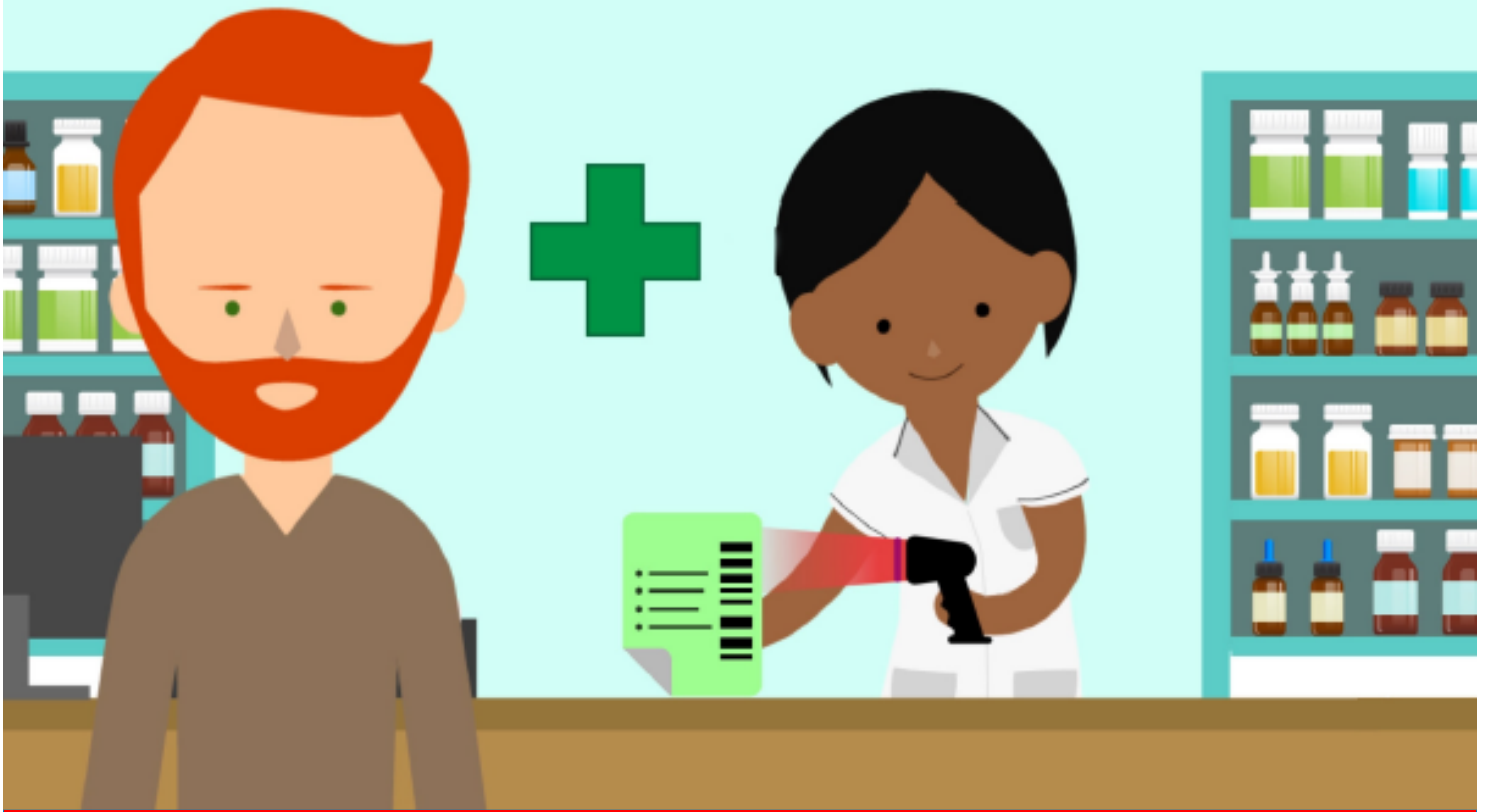


Under **45**
minutes*

* average/estimated waiting times



NHS



**Please make sure we have
your nominated pharmacy**

Speak to Reception

**The ENMP process most
Prescriptions electronically—
this helps save the NHS money**



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.

Carers Week

There are 6.5 million people in the UK who are carers. They will be looking after a family member or friend who has a disability, mental or physical illness or who needs extra help as they grow older.

Caring can be a hugely rewarding experience but carers often find it challenging to take care of their own wellbeing whilst caring. Its impact on all aspects of life from relationships and health to finances and work should not be underestimated. Caring without the right information and support can be tough.

When people need help with their day to day living they often turn to their family and friends. Looking after each other is something that we do.

Join us for Carers Week 2019



Monday 10 - Sunday 16 June

A carer is someone who provides unpaid care and support to a family member or friend who has a disability, mental or physical illness, substance misuse issue, or who needs extra help as they grow older.

Up and down the UK there are millions of people caring unpaid for an ill, frail or disabled family member or friend. These people are called carers but they would probably say that they are just being a husband, a wife, a mum, a dad, a son, a daughter, a friend or a good neighbour.

For some taking on a caring role can be sudden; someone in your family has an accident or your child is born with a disability. For others, caring responsibilities can grow gradually over time: your parents can't manage on their own any longer; your partner's or your child's mental or physical health gradually worsens.

When you're caring for someone, it is really important to ensure that you look after yourself too.

Caring can be very rewarding, but without the right support it can have a negative impact on your health, career, finances and relationships.

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



Rheumatoid Arthritis (RA) Awareness Week 17 - 23 June 2019

What is rheumatoid arthritis?

If you say 'arthritis' most people assume you're talking about wear and tear on the joints, which many older people have. That's osteoarthritis. Rheumatoid arthritis, or RA, is different.

It is a type of disease known as an **autoimmune condition**. This means that your body's immune system has made a mistake and picked a wrong target. To explain: your immune system is designed to defend your body against infection. It should not attack your body. Sometimes the immune system becomes too active, and mistakenly attacks your body, and this is called 'autoimmune' disease.

When you have RA, your immune system attacks the lining of your joints (the synovial lining). This causes inflammation, which leads to symptoms such as pain and stiffness.

What are the symptoms?

The important signs and symptoms to be aware of are:

- **Pain** is a significant symptom for most people. At first, it is caused by the inflammation in the joints, and later on pain can be as a result of damage to the joints. Pain levels can also vary from day to day.
- **Stiffness** is most marked/severe first thing in the morning and it can last several hours if you're not taking effective medication. There's a 'gelling' of the joints, meaning that they become difficult to move from a position after you've rested them. This also happens when you have been sitting for any length of time.
- **Fatigue** can be due to anaemia (low haemoglobin levels in the blood) but it can also be due to the inflammation. It has been linked to a number of things including pain levels.



Looking after yourself

There's also a lot you can do to help yourself.

- Keep at a healthy weight. If you're overweight it puts an undue stress on your weight-bearing joints, so losing weight is really important. The biologic drugs also work better in people who are not overweight.
- Try to reduce your cholesterol. People with RA can have an increased risk of heart disease and strokes in later life. So it's all the more important to follow a good, balanced diet and one that reduces your cholesterol level.
- Try to stop smoking. Evidence strongly suggests that smoking may increase the risk of developing RA. Smoking may also affect the severity of rheumatoid arthritis once it does develop.
- Physical activity is vital to help keep your joints moving, and there's good evidence that exercise also helps to relieve pain. The only time you shouldn't exercise is when a joint is very inflamed, swollen and painful.
- Learn to pace yourself, because tiredness or fatigue is so common in RA. Overdoing things can be like taking two steps forward and three steps back. So keep to a balanced programme of activity to help you cope with and control your RA.

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