

East Norwich Medical Partnership

NEWSLETTER

Thorpe Medical Centre

St Williams Way

Thorpe St Andrews

Norwich

NR7 OAJ

Telephone: 01603 778277

www.eastnorwichmedicalpartnership.co.uk

May 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 106 GP appointments where patients failed to attend without cancelling

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

This wasted 19 hours of GP time

Nurses

Since January 2019 we have had 243 nursing team appointments where patients failed to attend without cancelling.

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

This wasted 61 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: 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 Vandeeper 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




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

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

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



Making your home warmer



Are you struggling to pay your **heating** and **electricity bills**?

Do **you** or any of your **friends, family** or **neighbours** need extra help to stay warm and well?

Is it affecting your **health**? If so, contact us to see how we can help you stay warm and well this winter.

Norfolk councils are working together to improve cold homes across Norfolk.

See details on the back to find out more

Through the Warm Homes Fund, Norfolk Councils, led by Broadland District Council, are offering funding towards the cost of installing first time central heating in privately rented or owned homes.

The central heating will be at no cost to eligible home owners with up to 75% grant funding for landlords with qualifying tenants.

You are likely to qualify if:

- **Your home has no central heating.** This includes homes currently heated by storage heaters, electric radiators, open fires or gas fires.
- You have a low income or receive certain benefits

What next?

- **Contact your local council to see if you are eligible for support.**
- If you qualify, the Norfolk Warm Home team will contact you to arrange a survey.
- A new central heating system will be installed by an accredited company. **This should make it easier to keep warm at home without increasing your fuel bills.**

Please note: The grants are available on a first come first served basis. If you don't qualify, there may be other ways we can support you to keep warm and well.

For more Information

Please contact the Warm Homes Team at Broadland District Council on 01603 430103 or warmhomes@broadland.gov.uk
www.broadland.gov.uk/warmhomesfund





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.

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

Dementia Awareness

Dementia is not a natural part of ageing

We all forget a name or a face sometimes. Especially as we get older. But dementia is something different.

Dementia is caused by diseases of the brain

Diseases such as Alzheimer's disease cause nerve cells to die, damaging the structure and chemistry of the brain.

It's not just about losing your memory

When most people hear the word dementia, they think of memory loss.

People can still live well with dementia

Although there is no cure for dementia, scientists and researchers are working hard to find one.



What is Dementia?

The word 'dementia' describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. A person with dementia may also experience changes in their mood or behaviour.

Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. Alzheimer's disease is the most common cause of dementia, but not the only one. The specific symptoms that someone with dementia experiences will depend on the parts of the brain that are damaged and the disease that is causing the dementia.

What are the most common symptoms for dementia?

The different types of dementia tends to affect people differently, especially in the early stages. Other factors that will affect how well someone can live with dementia include how other people respond to them and the environment around them.

A person with dementia will have cognitive symptoms (to do with thinking or memory). They will often have problems with some of the following:

- Day-to-day memory – for example, difficulty recalling events that happened recently
- Concentrating, planning or organising – for example, difficulties making decisions, solving problems or carrying out a sequence of tasks (such as cooking a meal)
- Language – for example, difficulties following a conversation or finding the right word for something
- Visuospatial skills – for example, problems judging distances (such as on stairs) and seeing objects in three dimensions
- Orientation – for example, losing track of the day or date, or becoming confused about where they are.

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



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 Awareness

What is Meningitis?

Meningitis is the inflammation of the membranes that surround and protect the brain and spinal cord. Some bacteria that cause meningitis can also cause septicaemia (blood poisoning)

Key facts:

- Meningitis can affect anyone of any age
- Meningitis can kill
- Meningitis can cause long-term after-effects
- Viral and bacterial are the most common causes of meningitis
- No vaccine provides 100% protection against meningitis
- Early signs and symptoms can appear similar to 'flu' or a stomach bug



Meningitis can strike quickly and kill within hours, so *urgent medical attention* is essential

Signs and Symptoms

Knowing the signs and symptoms of meningitis and septicaemia, remaining vigilant and getting medical help quickly can save lives.

Meningitis and septicaemia can kill

Know the signs and symptoms

Trust your instincts and get urgent medical help

Symptoms can appear in any order - some may not appear at all. Someone with meningitis or septicaemia can get a lot worse very quickly. Keep checking them.

- fightfornow.org
- [fb.com/MeningitisNow](https://www.facebook.com/MeningitisNow)
- [@meningitisnow](https://twitter.com/meningitisnow)
- [@meningitis_now](https://www.instagram.com/meningitis_now)
- Meningitis Helpline 0808 80 10 388 (UK)

	Fever, cold hands and feet		Vomiting
	Drowsy, difficult to wake		Confusion and irritability
	Severe muscle pain		Pale, blotchy skin Spots/rash
	Severe headache		Stiff neck
	Dislike bright lights		Convulsions/seizures

After-effects of meningitis

For those who survive meningitis, after-effects will vary. Although many people will make a good recovery, others will be left with disabling after-effects. Regardless of the outcome, the impact of the disease is huge, changing lives forever.

GRESSENHALL
FARM AND
WORKHOUSE

Gypsy & Traveller Family Day

Saturday, 18 May
10am - 4pm

Free
entry
to the day,
(museum
included)

Health education,
advice & support

Kid's fun
activities



For more info, ring Howard on: 07557 290169
Gressenhall Museum, Gressenhall, Dereham NR20 4DR

STROKE AWARENESS MONTH

WHAT IS A STROKE?

A stroke is a brain attack. It happens when the blood supply to part of the brain is cut off, killing brain cells. Damage to the brain can affect how the body works. It can also change how you think and feel.

The effects of a stroke depend on where it takes place in the brain, and how big the damaged area is.

WHAT CAUSES STROKE?

As we age, our arteries become harder and narrower and more likely to become blocked. However, certain medical conditions and lifestyle factors can speed up this process and increase your risk of having a stroke.

DIFFERENT TYPES OF STROKE

- Most strokes are caused by a blockage cutting off the blood supply to the brain. This is an ischaemic stroke.
- However, strokes can also be caused by a bleeding in or around the brain. This is a haemorrhagic stroke.
- A transient ischaemic attack or TIA is also known as a mini-stroke. It is the same as a stroke, except that the symptoms only last for a short amount of time. This is because the blockage that stops the blood getting to your brain is temporary.

CAN YOU RECOVER FROM STROKE?

All strokes are different. For some people the effects may be relatively minor and may not last long. Others may be left with more serious problems that make them dependent on other people.

Unfortunately not everyone survives – around one in eight people die within 30 days of having a stroke. That's why it's so important to be able to recognise the symptoms and get medical help as quickly as possible.

The quicker you receive treatment, the better your chances for a good recovery.

SIGNS OF STROKE

FACE - Can the person smile? Has their face fallen on one side?

ARMS - Can the person raise both arms and keep them there?

SPEECH PROBLEMS - Can the person speak clearly and understand what you say? Is their speech slurred?

TIME - If you see any of these three signs, it's time to call 999.

KNOW THE SIGNS. ACT FAST.



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.