



Theatre Royal Surgery Autumn Newsletter 2016

www.theatresurgery.com



November 2016

You can download a copy of this newsletter from our web site.

It's not too late to get your Flu Jab - contact us for an appointment!

New GP Partner

We're very pleased to welcome Dr. Martin Schede to the partnership from 1st November, 2016. Martin will be working five sessions each week. He's a very experienced GP who has lived and worked in the UK since 1994 and became a GP partner in 1997. His particular clinical interests include Asthma, COPD and care of the elderly. Martin is married with one son and outside of work enjoys sports, non medical education and spending time with his family.

Wasted GP and Nurse Appointments

Every month we tally up the number of consultations where patients did not turn up for their appointments (or cancel). These are then costed up according to the type of appointment, i.e. GP, Nurse, Bloods etc.

- October 2016** - 169 appointments wasted - cost to NHS = **£3,237**
- September 2016** - 143 appointments wasted - cost to NHS = **£2,674**
- August 2016** - 135 appointments wasted - cost to NHS = **£2,648**



The Norfolk Directory



The Norfolk Directory contains activities, services and events to help all Norfolk residents live healthy, active and fulfilling lives. It gives information about organisations offering services, activities, or events to help people keep healthy, be sociable, physically active, mentally active, raise their aspirations for gaining

educational achievement, help their community, stay independent, feel included, get involved, improve well-being, stay safe, find suitable care and support, find help looking after their children, and get family support.

NHS England Targetted Recruitment Pilot

Theatre Royal Surgery has been chosen by NHS England (Midlands & East) to take part in a national pilot aimed at recruiting GP's. As many patients will know, we've been trying for a long time to replace two full time vacancies and we, (as are many surgeries), are finding it very difficult. There are fewer and fewer doctors wanting to work in general practice so we are hoping that being at the forefront of this project might help attract new doctors into the area.



Electronic Prescriptions

Since 30th September 2016 Theatre Royal Surgery has provided electronic prescriptions. The process has been rolled out all over Norfolk and we are in the last tranche of practices to start using the system. For full details from South Norfolk CCG please click [here](#).

Sexual Health Service (iCaSH) Norfolk

The nearest iCaSH (contraception and sexual health) clinic is at 1a Oak Street, Norwich. NR3 3AE. Contact 0300 300 30 30 or visit their web site by clicking [here](#).



Theatre Royal Surgery, 27 Theatre Street, East Dereham, Norfolk. NR19 2EN
Telephone 01362 852800 www.theatresurgery.com
Open 8.00 a.m. to 6.30 p.m. Monday to Friday



Locality Nurse Practitioner Team

The Mid Norfolk Locality practices have been jointly funded by NHS England and South Norfolk CCG to employ three nurse practitioners for twelve months to assist the GP's with patients in care homes and our elderly patients living in their own homes. Theatre Royal Surgery will employ one of the NP's and Orchard will employ two. We're pleased to introduce **Michelle O'Driscoll** who joined our practice in October and is already having a very positive impact on our workload.

The NHS Winter Campaign 2016

A national campaign to help people prepare for winter weather has just been launched today by NHS England and Public Health England. They urge [Stay Well This Winter](#) encourage people most at risk from cold weather, including those with long-term health conditions and the over 65s, to prepare for the lower temperatures. **The key message** is at the first sign of a winter illness, seek advice from a **Pharmacist**.



Staff Changes

A warm welcome to **Alicia Element** who joined the practice in October on a one year administrative apprenticeship. We've said a sad goodbye to partner **Dr. Rachel Kinnaird** who left the practice on 10th November, 2016. Receptionist **Tracy Parker** will be leaving at the end of November but will continue to work for us as a Phlebotomist each week. We wish both Rachel and Tracy good luck in their new jobs.

Patients can Self-Refer to New Physiotherapy Service

Norfolk Community Health & Care Trust, in partnership with Allied Health Professionals Suffolk and Global Diagnostics have been awarded a 3 year contract to provide the integrated musculo-skeletal (MSK) triage assessment and treatment service by Norwich and South Norfolk CCGs. You may find that your GP surgery directs you to self refer either by telephone 03330 433 966 or [online at 222.ahpsuffolk.co.uk/referral](http://222.ahpsuffolk.co.uk/referral).

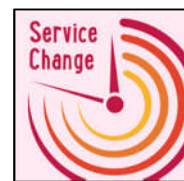


Are you overwhelmed, low, stressed or anxious?

The Wellbeing service provides a range of free and confidential support services for over 16s throughout Norfolk & Waveney. Patients can refer themselves to the service by calling 0300 123 1503 (Mon.-Fri.8.00to 8.00 p.m.) or on line at <https://www.wellbeingnands.co.uk/get-support/self-referral/>

We are no longer able to offer IUCD Fitting/Changes

Please be aware that since Dr. Kinnaird has left, we can no longer able to offer IUCD (coil) fitting, removal or changes. The nearest iCaSH (contraception and sexual health) clinic is at 1a Oak Street, Norwich. NR3 3AE. Contact 0300 300 30 30 or visit their web site by clicking [here](#).



Walking Group run by our ECP John Bakewell

John has set up a group to encourage patients to join him on a guided walk for 30 minutes every weekday lunchtime in and around the town. A great opportunity to get fit and meet new friends. If you're interested please contact John on 01362 852 800 - leave your details and he will call you back.

Productive General Practice

Our surgery, along with Orchard, Elmham, Mattishall and Toftwood has joined the new NHS England Productive General Practice Pilot aimed at making changes to the way in which we work to free up GP time. We will be looking at 'Front of House' and 'Back Office Support' processes to see whether there are ways that we can work more closely together to provide services. The pilot includes 6 group training sessions and consultants coming into our practices to look at our existing systems.

