



Theatre Royal Surgery Spring Newsletter 2019

www.theatresurgery.com



April 2019 You can download a copy of this newsletter from our website.

We have a new website, please go and take a look at www.theatresurgery.com!

Staff Changes

Michelle Coogans has now officially started her role as a healthcare assistant full time and is enjoying meeting new patients and expanding her qualifications as she learns her new role. Sadly within the nursing team we will be saying goodbye to **Lynette Wood** at the end of May who has been a practice nurse at the surgery since 2005. She will be greatly missed by both staff and patients but we wish her the best of luck for the future. We are currently advertising for another part time nurse to fill the vacancy.

We will be welcoming two new friendly faces to our reception team who will be on hand to help our patients with any queries and problems they may have. **Julie Taylor** and **Hayley Vernon** will be joining the front of house team as of the start of May and we look forward to having them.

Finally some of our patients may remember **Henry Edwards** from his six week placement as a Physicians Associate at the beginning of 2018; we are pleased to say that he has completed his training and joined the clinicians at Theatre Royal Surgery as a qualified Physicians Associate and we are delighted to have him back, as are many of our patients! He is already proving to be a valued member of the team.



Defibrillator

We are very fortunate to occasionally receive monetary donations from our patients, or from relatives of our deceased patients, for which we are very grateful.

We have carefully considered how to make the best use of these generous donations and have chosen to purchase a more up to date AED (Automated External Defibrillator) as our current defibrillator has almost come to the end of its life!

We hope that you agree that as a potentially lifesaving device, this is the best way to make use of our patients kind donations.

Keep Warm and Stay Well

We are keen to educate patients on the importance of preparing for winter during the summer months.

Norfolk councils are working together to improve cold homes and tackle fuel poverty across Norfolk through the Warm Homes Fund. The fund can help eligible people with installation of first-time central heating for private owned or rented properties without central heating, and provide grants of up to £500 to help with emergency work such as repairs to domestic heating systems.

To see if you are eligible, contact your local council or for further information visit

www.broadland.gov.uk/warmhomesfund



YoungMinds 24/7 Crisis Service

Young people can now text the YoungMinds Crisis Messenger for free 24/7 support across the UK if they are experiencing a mental health crisis.

Urgent support can be sought by texting YM to 85258. All texts are answered by trained volunteers with support from experienced clinical supervisors.

Missed GP and Nurse Appointments

Don't need it? Can't make it? **Cancel it!**

Each month we tally up the number of consultations where patients did not turn up for their appointment and did not call us to cancel. We then use the figures to work out the cost of these missed appointments on the NHS by the type of appointment e.g. GP, Nurse, Bloods etc.

March 2019 - 183 appointments wasted - cost to NHS = **£3, 472**
February 2019 - 176 appointments wasted - cost to NHS = **£3, 289**
January 2019 - 187 appointments wasted - cost to NHS = **£3, 501**

Unfortunately these numbers just seem to be increasing and these are the costs for just one average sized GP practice in one month! Please remember to cancel your appointment if you no longer need it. Another time you could be the one in need of an appointment that was unused as it was not cancelled.



Appointment Reminder!



Cervical Screening

Cervical Screening can potentially stop cancer before it starts. Therefore we are reminding our patients of the importance of ensuring that you make and attend your appointments for a smear test when you receive your invitation letter.

Please do not ignore your invite letter and if you missed your appointment, contact reception to rebook.

https://www.nhs.uk/conditions/cervical-screening/?gclid=CK2krPWn-uACFUJoGwod_RwA5Q&fbclid=IwAR3IH_zIUNCIT_RO4fbVbUtOb1oMhKYof6Dq_sgIsKa9qorbSxbqf47yLE

Physicians Associates

Some of our patients may remember Theatre Royal Surgery welcoming two Physicians Associates at the beginning of 2018 (one of which was Henry who has joined the team after completing his training as mentioned in the 'staff update' section). We are pleased to say that we are participating in this scheme again this year and have Hester Fox and Johanna Penfold with us on an eight week placement as of 23 April until mid-June.

The placement aims to teach them more about how general practice works which will allow them to acquire skills and become more familiar with problems in primary care.

We would be grateful if you could help us to provide a good learning experience for them. Please see a short bio from each of them below.



Johanna Penfold



In 2015 Johanna graduated from the University of Southampton with a Masters in Biomedical Science, particularly focusing on neurodegenerative diseases.

Following this, she took a couple of years break from studying and worked as a health care assistant at the West Suffolk Hospital. In addition to this, she also worked across the Alps in the hospitality industry during her time doing ski and summer seasons.

Johanna is currently a 2nd year Physician Associate student at the UEA and is looking forward to working at the Theatre Royal Surgery during her primary care placement.

Hester Fox

Hester is studying to become a Physician Associate at the UEA, and lives locally to Dereham. Her undergraduate degree was in Natural Sciences, in which she specialised in Psychology, so has a particular interest in Mental Health. She enjoys cycling and walking in the countryside with her dog.

She is excited to meet many patients during her time at Theatre Royal Surgery and is looking forward to learning a lot from them!



Healthwatch Norfolk

Healthwatch Norfolk are asking patients and carers across Norfolk and Waveney what is important to them when it comes to health and care they receive from local services.

Anyone who is a resident in Norfolk or Waveney can complete the online survey by following the link below. Surveys are open until Sunday 19 May.

<https://www.smartsurvey.co.uk/s/NorfolkWaveneyLTP/>

More tailored surveys are available for those people affected by specific long-term or multiple health conditions and this is available from:

<https://www.smartsurvey.co.uk/s/NWLongTermConditions/>

healthwatch
Norfolk



#StayAlive

Norfolk Stay Alive App

A reminder to our patients about the app launched by Norfolk County Council which has lots of useful information and tools to help you stay safe in a crisis. You can store photos and memories that are of significance to you as well as the app providing self-help ideas and a safety plan. The app is called 'Stay Alive' and can be downloaded from the App store and Google Play store for free.

Mindfulness

In the busy world that we live in it is easy to become disconnected from your body and become caught up in our own minds. Practising mindfulness can help you to remake the lost connection and focus on the present moment rather than worrying about the past or the future. Doing this means that you can learn to notice the signs of stress and anxiety and it will teach you how to cope with them.

Norfolk and Waveney Wellbeing have created a one and a half hour mindfulness workshop that provides an overview of what mindfulness is and how it applies to mental health and wellbeing. More information is available on their website:

<https://www.wellbeingnands.co.uk/norfolk/course/introduction-to-mindfulness/>



E-Cigarettes

Public Health England have produced information on e-cigarettes to try and help clear up the confusion and myths that surround them. They are the most popular stop smoking aid in England and prove useful in helping people to give up smoking completely, particularly if used in conjunction with the support of stop smoking services and nicotine replacement therapy. There are however a lot of myths surrounding e-cigarettes including the

false belief that vaping is as harmful as smoking and there is concern that this may prevent smokers from switching to e-cigarettes in a quit attempt. They have produced a helpful information leaflet which is available to view and download from the link below:

https://www.southnorfolkccg.nhs.uk/sites/default/files/2019_e-cigarette_information%20for%20patients.pdf?t=1554360026

Measles

There has been an increase in cases of measles both locally and nationally over the last 12 months. Rashes are common in children however those with measles are particularly unwell with it and can present symptoms of high temperature, runny nose, conjunctivitis and after around four days the typical blotchy red brown rash appears. Other symptoms include aching and feeling generally unwell and a cough.



Please inform reception staff immediately if you think you may have measles. You can then be seen in a separate room to stop infection spreading to others.

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Open 8am to 6pm Monday to Friday