



Theatre Royal Surgery Winter Newsletter 2019

www.theatresurgery.com



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

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Join Dementia Research

Dementia affects more than 850,000 people in the UK alone. The best way to try and make a difference to these numbers is research. So how can you help?

Registering for 'Join Dementia Research' is the first step. Anyone over the age of 18 can sign up including people with dementia or memory problems, carers for people with dementia or memory problems or anyone else who is interested.



One of the biggest difficulties faced is recruiting participants for studies or people wanting to take part but not knowing where to find out about them. To combat this the National Institute for Health Research (NIHR) in partnership with Alzheimer's Scotland, Alzheimer's Research UK and Alzheimer's Society have created Join Dementia Research which is a service that allows people to register their interest in participating in dementia research and be matched to suitable studies.

For more information or to sign up visit:

<https://www.joindementiaresearch.nihr.ac.uk/>



Every Mind Matters

One in six people experience mental illness in England each week and around one in three GP appointments involve a mental health component. A new campaign has been launched by Public Health England called Every Mind Matters which aims to help patients improve their mental health.

It is full of expert advice and practical tips and also has a free NHS-approved online tool on the website. This tool provides users with an action plan to help people deal with stress and anxiety, boost their mood, improve their sleep and help them feel more in control.

The tool can be found online at:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Happy House Warming for Cold Homes

Central heating system grants or advice for anyone struggling to heat their home can be obtained from the Warm Homes Fund.

To find out if you qualify for a grant contact the fund on 01603 430103 or visit:

norfolkwarmhomes.org.uk



Facebook

Remember to like our facebook page to keep up to date with the latest surgery news!

<https://www.facebook.com/theatreroyalsurgery/>

Learning for Communities – Pick and Mix

Dereham Library now runs a rolling programme of adult learning activities. Sessions will run every Thursday from 2pm to 4pm and started on 26 September 2019. Each will involve a taster of a different activity from gardening to IT to wellbeing to walking.

To find out more email Helen: CLDO@norfolk.gov.uk or speak to a member of the library staff.



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.

October 2019 - 148 appointments wasted - cost to NHS = **£2, 485**
September 2019 - 204 appointments wasted - cost to NHS = **£3, 217**
August 2019 - 131 appointments wasted - cost to NHS = **£2, 521**

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 it could be you that is in need of an appointment that was unused as it was not cancelled.

Staff Changes

Since our spring newsletter we have had a few staff changes within the practice. Sadly our Physician Associate **Henry Edwards** left in the summer however we are currently in the process of appointing a replacement PA to the practice. Unfortunately our Emergency Care Practitioner, **John Bakewell**, has also moved onto pastures new but we have gained **John Butcher** in his place as a Nurse Practitioner.



Also joining our clinical team we have **Dr Emmaline Green** with us as of November 2019 who will be working Thursday and Friday sessions. To replace **Lynnette Wood**, our practice nurse who also left in the summer, we have **Becky Greedy** who has been with us since June 2019 and settling into her new role well.

On our reception team we have now also welcomed **Angela James** and **Lisa Peacock** who have been with us for a few months and are enjoying learning a new job role.

In our administration department we have recruited a new administrative apprentice **Ellie Reeves** who has been with us since July and will be with us for at least 18 months on her apprenticeship journey. Also in our administration office, **Alicia Element** has taken on the role of secretarial assistant from **Michelle Chapman**. Alicia is still working two mornings a week with the reception team.

Finally our Nurse Practitioner **Jen Randall** will be starting her maternity leave from December 2019 in anticipation of the arrival of her baby girl. We are sending her the best of luck and well wishes on her maternity leave and will have **Dani Dockray** joining in her place as a Minor Illness Nurse.

Social Prescribing



A new service has been launched in the community called Social Prescribing. This is a service that allows healthcare professions to refer patients in need of social care support to a team of support workers who will work with patients in a holistic way to help them gain greater control of their own health in more than just a medical way. The service is for anyone over the age of 18 and provides a range of different services from help with employment to housing/homelessness to transport within the community to support groups, just to mention a few.

If the service sounds like something that could help you, please collect a leaflet from reception for more information or visit <https://www.kingsfund.org.uk/publications/social-prescribing> and let a member of surgery staff know if you wish for a referral to be made for you.

Universal Credit

Do you need support to make a new Universal Credit claim? Citizens advice are on hand to help. Their advisors are able to support you through the process – from checking that Universal Credit is right for you all the way to getting your first full payment. Help is available online, by phone or face to face. Find out more from:



[Citizensadvice.org.uk/helptoclaim](https://citizensadvice.org.uk/helptoclaim)



Sugar Swaps

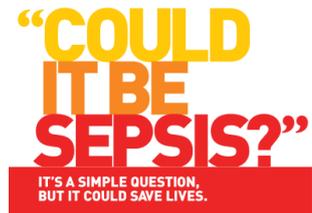
Change4Life are promoting trying to make as many healthy swaps for sugary items as possible. It has been discovered that children in England are having around 2,800 sugar cubes more than they should each year. Too much sugar is bad for health as it can lead to the build-up of harmful fat on the inside that is not visible. This fat can cause weight gain and serious disease such as type 2 diabetes, heart disease and some cancers. Too much sugar can also cause painful tooth decay.

There is a lot of sugar in the foods that we consume, simple swaps can be made to help lower the amount of sugar that we are having including lower sugar cereals, yoghurts and drinks. Many retailers and manufacturers will be supporting the sugar swaps campaign by highlighting their healthier options with the Change4Life "good choice" badge in-stores.

A free food scanner app is also available to bring food labels to life. The app is available from the App store or Google Play store and over 4 million people have used it to scan millions of products.

Sepsis

Sepsis (also known as blood poisoning) is a life-threatening organ dysfunction caused by the immune systems overreaction to an infection or injury. Normally our immune system fights infection however sometimes, for reasons that we do not yet understand, it attack's our own body's organs and tissues.



If not treated immediately, sepsis can result in organ failure and death. With early diagnosis it can be treated with antibiotics. There are five key signs and symptoms to look out for for early recognition which are:

Slurred speech or confusion

Extrême shivering or muscle pain

Passing no urine (in a day)

Severe breathlessness

It feels like you are going to die

Skin mottled or discoloured

Just ask "could it be sepsis?". It is a simple question but it could save a life. If you notice any of the signs or symptoms or have any concerns please seek medical help immediately.



Contact Details

Please remember to update the surgery if you change your contact details. If we hold a mobile number for you and have your consent then we can text you to let you know if we have been trying to get in contact with you. The text messaging service also provides you with appointment confirmations and reminders and information on surgery events such as our annual flu clinics.

Slimming World

Slimming World have produced an easy read version of their booklet for service users. This is available to patients with a learning disability who have been referred into the Norfolk Slimming World Referral programme. People with learning difficulties, or anyone else who needs to, can attend Slimming World with a carer.

After referral, vouchers can now be received as an e-voucher which means that starting at a group can now be done in as little as 1 day from when the referral from the GP is made.



Training Day

We hold staff training days at various intervals throughout the year.

This usually means that the surgery will be closed between 8am and 2pm. If you have a medical emergency during that time then please phone the normal surgery number and you will be directed to the out of hours cover for that day.

During these closures we undertake a variety of training sessions including mandatory training such as basic life support and online training for topics such as health and safety, information governance and infection control. We also hold regular meetings to review End of Life/Palliative Care Register patients as well as more specific training sessions for individual teams (administration/reception, nurses, clinicians etc).

We always let our patients know in advance when the training days will be held via posters in the surgery and on our website and facebook page.

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Open 8am to 6pm Monday to Friday