

Theatre Royal Surgery

Summer/Autumn Newsletter 2020

www.theatresurgery.com



September 2020 You can download a copy of this newsletter from our website.

We would like to thank our patients for their understanding and cooperation during the COVID-19 Pandemic.

Coronavirus (COVID-19) Pandemic

As I am sure that all of our patients are aware, the COVID-19 outbreak has put an immense amount of pressure on the NHS and has been the biggest challenge the service has had to overcome in the 72 years since it was founded. This means that our surgery has had to adapt our ways of working to ensure that we can still provide a safe service for our patients needing urgent medical care. So what has the surgery been doing to help with the pandemic?



Following the advice from NHS England in view of the COVID-19 outbreak, on 23rd March 2020 Theatre Royal Surgery locked its doors to help protect our patients and staff. All routine appointments temporarily ceased on 16 March 2020 and all appointments with a Doctor or Nurse Practitioner are now carried out as a telephone consultation. Following the call, if a face to face appointment is required then arrangements are made to ensure that patients are seen in the safest, most efficient way possible.

Our priority still remains to offer medical care to our patients with the most urgent medical needs which means that we have had to suspend some services and have been unable to offer routine appointments in the usual way. This means that in line with NHS guidance our online booking system has had to be suspended to allow appointments to be triaged via telephone first. More appointments are now being booked than at the start of the pandemic with our Nurses and Healthcare Assistants, however the majority of GP, Nurse Practitioner, Physician Associate and Minor Illness Nurse Appointments are still being run by telephone consultation.

As of Tuesday 1st September we have made the decision to re-open the surgery doors to the reception area. We trust that our patients will respect our staff and continue to follow social distancing measures and stand at least 2 metres back from the reception desk. As per government guidance please ensure that suitable face coverings are worn when entering the surgery. We kindly ask that you still try to limit visits to the surgery and instead phone us unless you have an urgent matter that cannot be dealt with via the telephone. If you are booking in for a pre-booked appointment then please use the electronic booking in machines rather than coming to see the receptionist; only come to the desk if you are unable to book in on the machine. If you are dropping off a prescription request then please put this in the wooden box to the left of the reception doors in the foyer area.

Finally, the team have been touched by the generosity of the local community and would like to say a special thank you to all gifts and treats provided including those from; Spice Fusion Indian (for the delicious Indian food), Sarah's Sweet Treats (for the yummy cakes), Norwich City Football Club (for the signed shirt, cake and refreshments) and Sunshine Café (for the food and refreshments) just to name a few! A big thank you to any of our patients or other local services who have provided PPE for the staff to use.

As well as a thank you for this, the whole team would like to say a **big thank you to all of our patients** for your understanding and cooperation during this difficult time; it has been a challenge for all and we understand that it is frustrating not being able to access our services in the "normal" way however we hope that we are providing the best service that we can and that we are on the road to the "new normal"!



Every Mind Matters

Every Mind Matters. Now, more than ever. For simple steps to look after your mental wellbeing search Every Mind Matters.

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



First Response Mental Health Support

"First Response is a 24/7 helpline offering immediate advice, support and signposting for people with mental health difficulties.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the helpline on 0808 196 3494.

Who can call?

The helpline is available to members of the public of any age, regardless of whether they are an existing NSFT service user. The line is also open to other healthcare professionals, such as ambulance staff and GPs, as well as social care colleagues and police personnel who may need advice when working with individuals who are undergoing mental health difficulties or may wish to refer someone.

What happens when I call?

Your call will be answered by a trained mental health professional who will be able to listen to your concerns and help you get the support you need. Callers will hear a recorded message instructing them to press either 1 or 2, depending on whether they are a professional or member of the public, and will then be connected to a mental health practitioner.

What if I want to remain anonymous?

If you would prefer that the person answering your call doesn't see your telephone number, you can turn off your caller ID in your phone's settings.

<https://www.nsft.nhs.uk/Find-help/Pages/Helpline.aspx>

Domestic Abuse Helpline

If you or someone you know is experiencing domestic abuse, there are people who can help. Feel free to share this information to family and friends, the more people who know about the helpline the better.

Support is available for domestic abuse victims 24 hours a day, the number is free to phone and the service is run by Refuge - a national provider of specialist domestic and gender-based violence services.



Their website is <https://www.refuge.org.uk/> for more information and you can follow them at [Refuge](#). Further information is available on the government website at <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>.

The Freephone 24 Hour National Domestic Abuse Helpline Number is: 0808 2000 247



Thank you - Donation

We would like to take this opportunity to thank Deborah Sparkes, her family and friends for the donations made to the surgery in memory of her mum Anita Freezer.

The surgery very kindly received a donation which was used to purchase a special cautery machine that will be used mainly by Dr Klaus. This piece of equipment allows him to perform procedures to cauterise benign lesions such as warts, skin tags and seborrheic keratosis.

We are sure that this will benefit many of our patients and will be more convenient than travelling and waiting long periods for dermatology hospital appointments.

Anita Freezer was well known by many of the staff at the surgery and lots of patients and we are very grateful for her enthusiasm for working with our Patient Participation Group in the past, we were very touched to receive such a thoughtful gesture.

STAFF UPDATE

Staff Update

I am sure that many of our patients will know that **Dr Patel** was expecting her first baby at the beginning of the year and we are pleased to inform that she had a healthy baby boy at the end of March and has been on maternity leave since the middle of March. We were pleased to welcome **Dr Laura Chambers** as a salaried GP at the start of April, who will be looking after Dr Patel's patients whilst she is on maternity leave. Although this was not an easy time to start at a new surgery, Laura has fitted into the team really well and we are delighted to have her. Please see an introduction from her below:

Dr Laura Chambers: MbChb, NRCGP, DFRSH;

"I qualified as a doctor in 2009 at the University of Sheffield and completed my GP training in Rotherham in 2014. Since qualifying I have worked in Rotherham as a salaried GP and more recently in Sheffield as a GP Partner. One of my interests is safeguarding and for the last 2 years I was working in Sheffield I was also one of the named GP's for child safeguarding in Sheffield. My other interest is women's health and I have completed training to fit contraceptive implants and coils.

After 16 years in Sheffield, I decided to move to Norfolk to be closer to family and after coming to visit Theatre Royal Surgery and meeting everyone I was thrilled to accept a 6-session salaried job.

In my spare time I love spending time outside walking, cycling and running."



Joining Dr Chambers on the clinical team we also welcomed **Hannah Brierley** our Physician Associate and she has been settling into her new role well and proved a great asset to the team. Please see her introduction below:

Hannah Brierley;



"My name is Hannah and I qualified as a Physician Associate at the UEA in January 2020. This is a two year Masters programme after completion of a Bachelor of Biological Sciences Degree. My role at Theatre Royal Surgery is my first job post qualification and I am excited to show patients what PAs can offer and how we can support their GPs in their care.

I am originally from up North in the wonderful sunny Blackpool so I enjoy long walks and runs along the Norfolk coast line to remind me of home!"

As well as welcoming some new friendly faces we sadly said goodbye to **Dr Lydia Serjeant** at the beginning of the year who had come to the end of her 6 month placement at the practice. Lydia settled into her role well and we were very sad to see her go. Following Dr Serjeant's departure, we have gained a new registrar **Dr Kiran Shaji** who will be with us on a 6 month placement as part of his training, he started in August 2020. Some patients may remember **Dr Soulesha Maunkee** from when she completed some of her training at the surgery in 2018, we are delighted to announce that she has returned to the practice as a Locum GP on Mondays and Fridays. We also saw **Sarah Leeds** move onto pastures new after being a part of the TRS team as a Healthcare Assistant. Sarah's departure meant that we gained **Kimberley Catchpole** who some of our patients may remember from when she used to be a receptionist in 2011 before gaining her qualifications as a phlebotomist in 2013.

Facebook and The Surgery Website

Now is an important time to keep up to date with the latest surgery news so make sure to like our Facebook page and regularly visit our website for the most up to date information regarding the practice.





Electronic Prescribing Service (EPS)

In March of this year the surgery upgraded to the next phase of the Electronic Prescription Service which means that almost all of our prescriptions are processed electronically.

Electronic prescriptions help to save the NHS money.

You still receive your prescriptions in the same way as before, it just makes it easier to liaise between our surgery and the pharmacies and there is always an audit trail of where your prescription is in the system.

To help with this we are asking patients to ensure that they nominate a pharmacy that they would like to collect their prescriptions from. To do this please contact reception who will be able to record this in your notes and set it up so that all future prescriptions will be sent electronically to the pharmacy that you choose.

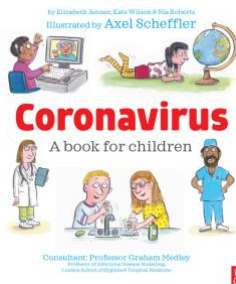
Thank you for your help.

Just One Norfolk

Many services and organisations have changed what they do as a result of COVID 19. Support for children and young people's mental health and emotional wellbeing (formerly known as CAMHS) has also changed.



We want to let as many parents, carers, children and young people know about this new web page as soon as possible: <https://www.justonenorfolk.nhs.uk/our-services/our-essential-services> This is now the single place to find out how to access mental health advice and support for 0 -25's in Norfolk & Waveney. The key message is that you don't need a referral; you can get in touch straight away for advice and support. If you need more specialist help, they will make sure you get to the right person.



Coronavirus for Children Book

Please see below a link to a book published especially for children to help them understand Coronavirus. This could prove a great tool for assisting parents/guardians in explaining the pandemic to children who are intrigued/wondering/anxious about everything going on in the current situation. The book is available for download for free on the link below:

<https://nosycrow.com/wp-content/uploads/2020/04/Coronavirus-A-Book-for-Children.pdf>

Better Health

Gaining weight does not happen overnight and modern day life does not make it any easier but before we know it we have gained a few extra pounds.

Around 2/3 of adults are overweight or living with obesity. This extra weight causes pressure to build up around vital organs making it difficult to get oxygen around the body. Extra weight makes it harder to fight heart disease, cancer and now COVID 19.

If you are living with obesity COVID 19 can mean that you are twice as likely to be hospitalised, reducing your BMI helps to lower your risk.

If you are overweight or living with obesity you can take action today. For help and support to lose weight, go to nhs.uk/betterhealth



Arthritis Action

Arthritis action offer hands-on practical help for people suffering with arthritis in order to try and improve their quality of life while living with the condition. This advice includes healthy eating advice, clinical appointments, exercise tips and pain management techniques whether or not you are having medical treatment. In September the charity is holding three virtual groups available to people in East Anglia on 02, 22 and 29 September. For more information visit their website: <https://www.arthritisaction.org.uk/media-centre/events/>



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Open 8am to 6pm Monday to Friday