

### Staff Update

We sadly said goodbye to **Dr Katherine Absalom** in February 2023 as she has moved onto new ventures and we wish her the best of luck. We are pleased to welcome **Dr Sean Roberts** to the practice as a salaried GP. Dr Roberts joined the practice in April and has settled into the practice team with ease. We are sure that he will soon be a familiar face to lots of patients. Please see a small introduction from him below:



*"I grew up in South London, first spending time in Norfolk studying medicine at the University of East Anglia. Qualifying as a doctor in 2016, I trained in East London and South Essex Qualifying as a GP in Southend-on-Sea. I enjoy music, sports and spending time with my young family."*

### Dr Klaus Koch

As some of our patients may be aware Dr Klaus Koch is off long term sick from the practice at present due to being hospitalised with a neurological condition caused by an infection. We thank those patients who have sent cards and well wishes and the team at the practice have passed on both ours and our patients hope for a speedy recovery.

We have been fortunate enough that the existing clinicians have been able to work extra shifts to cover the workload and to ensure that we are still offering as many appointments to our patients as possible. You may also notice some locum doctors at the practice and we thank you for your patience at this time.

### Donation towards Defibrillator

Dereham Meeting Point were fundraising towards purchasing a new defibrillator; the partners at the surgery were delighted to donate £100 towards the cause. The meeting point have kindly been gifted the defibrillator by the Rapid Relief Team but the fundraising money will be used for maintenance of the machine.



### SSAFA - Forcesline

**ssafa**

the  
**Armed Forces**  
charity

SSAFA are an Armed Forces Charity that have been supporting the Armed Forces family for more than 135 years, not just during times of conflict. They can help those currently serving, veterans and their families to retain their independence and dignity.

Forcesline is a free and confidential helpline that is open weekdays between 09.00 and 17.30. They can provide help that lasts on a range of topics such as health, family, loneliness or addiction problems. When you need a helping hand, reach out;

• 0800 260 6767 • [ssafa.org.uk/forcesline](http://ssafa.org.uk/forcesline) •

### Facebook

Our Facebook page is regularly updated with useful information and resources. Keep up to date with the latest practice news by liking us on Facebook;

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





## NHS App

Unlock the power of convenience with the NHS App. The NHS App is a powerful tool designed to empower you in managing your healthcare needs. In this digital age, convenience is key, and the NHS App puts a wealth of information and services right at your fingertips.

- Easy access to your health records
- Order repeat prescriptions in a snap
- Find local health services
- Helpful reminders and notifications
- Your data, your privacy

Lets embrace the digital era and make managing your healthcare easier and more efficient than ever before. Join the millions of patients who are already benefiting from the NHS App and experience a seamless healthcare experience in the palm of your hands.

- To register for the NHS App, create an NHS login; <https://www.nhs.uk/nhs-services/online-services/nhs-login/>
- To learn more about the NHS App and your NHS account; <https://www.nhs.uk/nhs-app/>
- The NHS App is available on iOS; <https://apps.apple.com/us/app/nhs-app/id1388411277?ls=1> and Android; <https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline&pli=1>

## Loneliness

Loneliness is an issue that can affect us all, young or old, at any point in our lives. While loneliness is a feeling that we can all relate to, sometimes admitting loneliness is much harder. You can take plenty of simple actions to help lift someone out of loneliness and doing so might make you feel less lonely too. Further support can be found at;

- [https://www.nhs.uk/every-mind-matters/life-challenges/loneliness/?fbclid=IwAR2HlhbghoMBF0\\_65qIUfCfJsqzMcD3PTmDqYRnUsoSG4nctpuf\\_fIJ0iko](https://www.nhs.uk/every-mind-matters/life-challenges/loneliness/?fbclid=IwAR2HlhbghoMBF0_65qIUfCfJsqzMcD3PTmDqYRnUsoSG4nctpuf_fIJ0iko)



## Build Together



The Build Together Programme is for young people and their families. The programmes will provide four workshops, activity packs and individual sessions to families who have a young person on a waiting list for mental health support. The workshops will take place after school on an evening or at the weekend and will cover: understanding and managing emotions, sensory toolkits, communication as a family and strategies and where to get support when you are struggling.

Programmes start in Dereham on 10 June 2023. For more information or to refer yourself visit:

- [www.Cup-O-T.co.uk/build-together-the-breckland-youth-mental-health-project/](http://www.Cup-O-T.co.uk/build-together-the-breckland-youth-mental-health-project/)

## Dereham Debt Centre

Dereham Debt Centre works with national charity Christians Against Poverty (CAP) to support those who are struggling with debt. You can self-refer to CAP by phoning 0800 328 0006 and an appointment is made with the Debt Coach Morgan to visit you in your home. The team at the head office develop a personalised budget and debt plan and will advise on options. A local befriender will support you until you become debt free. The services are free for everyone and the local centre offers support for those living in postcode areas NR19 and NR20. Further information can be found at [capuk.org](http://capuk.org)



## Zero Tolerance



Our staff should be able to come to work without fear of violence, abuse or harassment from other staff or the general public. Please may we remind you of our ZERO tolerance policy with aggression and verbal abuse towards our staff. Please remember we are human; we are trying our best and it is the whole of the NHS that is under severe pressure at the moment.

*Thank you for your continued respect towards our staff.*

## Think A B C before A&E

A&E (Accident and Emergency) is only for severe injuries and life-threatening emergencies. It is also known as the emergency department or casualty. Life threatening emergencies are different for adults and children.



Immediate action required - Adults - call 999 or go to A&E for any of these:

- Signs of a heart attack; chest pain, pressure, heaviness, tightness or squeezing across the chest
- Signs of a stroke; face dropping on one side, cannot hold both arms up, difficulty speaking
- Sudden confusion (delirium); cannot be sure of own name or age
- Suicide attempt; by taking something or self-harming
- Severe difficulty breathing; not being able to get words out, choking or gasping
- Choking; on liquids or solids right now
- Heavy bleeding; spraying, pouring or enough to make a puddle
- Severe injuries; after a serious accident or assault
- Seizure (fit); shaking or jerking because of a fit, or unconscious (cannot be woken up)
- Sudden, rapid swelling of the lips, mouth, throat or tongue

For information on when to take a child to A&E or how to make a British Sign Language (BSL) call to 999 visit;  
[www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-go-to-ae/](http://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-go-to-ae/)

- A** - Anytime medical advice from NHS 111
- B** - Book an appointment with your GP
- C** - Call in at your local walk-in centre

## Self-Care



If you have a minor illness, please think about the healthcare options that are available to you. One in seven emergency admissions are preventable, and one in five GP appointments are for minor conditions that could be treated through self care or through other health services. Self care is about keeping fit and healthy, understanding when you can look after yourself, when a pharmacist can help, and when to get advice from your GP or other health professional.

Take care of minor illnesses at home, and seek help early from your local pharmacist or NHS 111 to prevent them from developing into something serious. This will help to reduce the demand for GP appointments and enable healthcare professionals to focus on caring for higher risk patients, such as the very young and elderly.

Self care is recommended when you have a minor condition which doesn't normally need medical care (from a doctor or nurse) or any treatment in order to get better.

Local pharmacies provide vital NHS services, and pharmacists train for five years in the use of medicines before they qualify as health professionals. Speak to your pharmacist to get health advice and medicines for a range of minor illnesses. They will be able to signpost you to alternative healthcare services if they can't help, or think your condition should be escalated.

But if you have an urgent problem, or persistent health concerns, please contact your GP in the normal way. GPs, nurses and the wider primary care family are here for you.

Self care for your mental health; If you are aged over 18 and you feel worried, anxious, or depressed you can contact your local wellbeing service. The wellbeing service can provide a range of free and confidential talking therapies and specialist support to help you feel better.

Online NHS services offer sensible advice on a range of health issues and are a useful place to turn for initial guidance; [www.nhs.uk](http://www.nhs.uk)

**Theatre Royal Surgery, 27 Theatre Street, Dereham, Norfolk. NR19 2EN**  
**Telephone 01362 852800 [www.theatresurgery.com](http://www.theatresurgery.com)**  
**Open 8am to 6pm Monday to Friday**