

Surgery News

We sadly said goodbye to **Tori Short**, our Healthcare Assistant and we wish Tori the best of luck in her future endeavours. We have welcomed **Katie Hudson** to our HCA team and **Kayleigh Armes**, who we are sure many of our patients know, has received a promotion to our Senior Healthcare Assistant.

We are sure that many of our patients will have seen our special edition newsletter that sadly informs that **Dr Klaus Koch** has retired as a GP partner from the practice which we know will sadden many of you. We are pleased to inform however that **Dr Krupa Patel** is now a GP Partner with the practice as of June 2024.

Internally within the administration team our deputy reception team lead **Terry Rollo** has now assumed a new role within the practice as our office manager and we are pleased that our receptionist **Lisa Peacock** has taken over the role of deputy reception team lead. Alongside these reception changes we have also welcomed **Grace Olley** as a new friendly face within the team.

We said goodbye to our two GP registrars **Dr Navdeep Singh** and **Dr Risha Mukesh** at the beginning of August and we wish them the best with their future placements and training. On a new six month placement with us, we welcome **Dr Oluwaseun Oladapo** and **Dr Amr Ramadan**. Please see a small introduction from them both below:



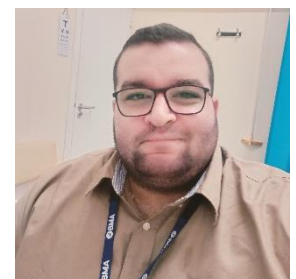
Dr Oluwasen Oladapo



"Hello, I am Dr Oluwaseun Oladapo and I am glad to be part of the team. I finished medical school in Osun state in the south-western part of Nigeria. Following completion of my internship, I worked in different hospitals across different regions in Nigeria before moving to the United Kingdom. I worked in the private healthcare sector prior in the UK prior to working for the NHS. I started GP training because I love primary and preventive care. Since commencing my GP training, I have done different hospital and community rotations. I love to learn about culture, food, and local resort places."

Dr Amr Ramadan

"Hello, I am Dr Amr Ramadan and I am very excited to be one of the new members of the team, I graduated from medical school in Cairo, Egypt. I worked for multiple hospitals in emergency medicine and also worked for a period as a GP in Egypt before starting my GP training. Understanding and appreciating the great role of primary and preventative care in healthcare was my reason to apply for GP training. Since starting my GP training, I have had multiple hospital rotations in various specialties and now starting the most important part of my training in primary care."



Flu Clinics



We are now booking our annual flu clinics for flu vaccinations. Appointments for over 65s will be held in the clinics running on Saturday 05 October, Saturday 19 October, Saturday 09 November and Saturday 16 November 2024. If you are aged under 65 but in one of the at risk groups clinics are running on Saturday 19 October and Saturday 16 November 2024.

To book, please contact the reception team on 01362 852800, option 2.

Young Carers and Family Service



Young Carers Matter Norfolk are running the Young Carers and Family Service that will ensure that young carers get the support that they need to be able to flourish. The service provides one to one support for young carers and their families; young carers can discuss their worries, caring role and they support families to access practical solutions and build networks of support.

Groups and information sessions both online and in person are available; particularly for those unable to access sessions within school hours such as those young people who are home schooled or not in education, training or employment.

There are links to other initiatives such as the holiday activities and food programme which will provide access to activities and trips during the holidays.

Additional family support is available on strengthening relationships through structured groupwork.

If you wish to access support you can refer yourself, or someone else via the Carers Matter Norfolk website:

- www.youngcarersmatternorfolk.org •

Zero Tolerance

NHS 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.*



Working Well Norfolk



Working Well Norfolk understand that looking for the right job is not always easy, particularly if you have a disability or health condition and are currently out of work. That's why you can access support from the programme where dedicated employment advisors are there to help you find work that matches your skills, talents and aspirations. They are also on hand to help if you are struggling in work or if you are at risk of losing your job due to your disability or health condition.

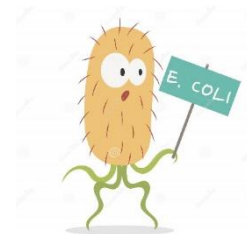
Working Well Norfolk is open to Norfolk residents (aged 18 or over) living with a long-term physical or mental health condition who want to find work or are struggling in work.

To make contact please email the scheme on:

- workingwellnorfolk@seetec.co.uk •

E. coli Outbreak

We want to alert our patients to a recent rise in E. coli cases and let you know what to do if you have symptoms. Please read this important advice to stay informed and safe. What is E. coli? E. coli is a type of bacteria that can cause severe stomach pain, diarrhoea, and vomiting. It is usually spread through contaminated food or water.



Symptoms to watch for include: severe stomach cramps, diarrhoea, vomiting, fever. If you have symptoms you should seek medical attention if you are ill for more than 7 days or experience symptoms of dehydration. Ensure that you drink plenty of fluids to prevent dehydration. Get plenty of rest to help your body fight the infection. Avoid spreading the infection by washing your hands frequently and avoid preparing food for others until you are symptom-free.

For more detailed information, visit the official advice from NICE:

- www.cks.nice.org.uk/topics/diarrhoea-adults-assessment/management/acute-diarrhoea-less-than-4-weeks/ •

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Missed Appointments

In the month of June 2024, a total of **221 patients failed to turn up for their booked appointment.**

This totalled **36 hours of wasted appointment time.**

The total cost of the appointments that were wasted **has cost your NHS £3,796.**

Please remember to cancel your appointment with the surgery if you know that you can no longer make it. We have patients in need of your missed appointment. Thank you.

NHS Health Checks

Aged between 40 and 74 and not had an NHS Health Check in the last five years? Contact the surgery reception team to book your NHS Health Check now. They can be used to help you prevent diabetes, heart disease, kidney disease, stroke and dementia.



Patient Participation Group (PPG)



Our Patient Participation Group (PPG) are a group of patients who have an interest in knowing how the surgery operates and a forum to share thoughts and ideas to improve patient care and services by being the voice of the local community. Meetings are held regularly at the surgery. Should you wish to express an interest in joining the PPG Group, please complete the Patient Participation Group Registration form via our website, or speak to a member of the team.

- <https://theatresurgery.com/navigator/patient-participation-group-registration/> •

Whooping Cough Vaccination

More babies are catching whooping cough. The whooping cough vaccination in pregnancy helps protect your baby until they can have their first vaccine at eight weeks.



You usually receive your vaccination around the time of your mid-pregnancy scan (around 20 weeks) but you can receive it from 16 weeks. If you have reached 20 weeks of pregnancy and have not been offered the whooping cough vaccine, please ask your midwife or contact the surgery. You should ideally get the vaccine before 32 weeks but if you have missed out then you can still have it later. It is recommended to have the vaccine with each of your pregnancies to boost the antibodies you pass onto your baby.



First Contact Physiotherapists

You may be referred to our First Contact Physiotherapists either by the receptionist or after an appointment with a clinician at the practice. You may be wondering... what is a First Contact Physiotherapist (FCP)?

The FCP role itself is there to assist in offloading the other members of staff within the surgery by seeing any musculoskeletal complaints - so any neck, back, bones, joints or muscles complaints. These can be sent straight to the FCP to assess, whether this be directly from reception or through a passing comment made during a consultation for a different issue.

Currently the exclusion criteria for the FCP role is those that are acutely unwell, anyone under 16, women's health issues, house-bound patients, neurological conditions or if the patient is not wanting to see an FCP.

Alongside just the assessment of the patient, FCPs can request imaging (MRI/USS directly by the FCP, X Rays via a message to the GP), refer patients for speciality input e.g. orthopaedics, liaise with GPs re medication (mostly painkillers) and provide Fit Notes if you are unable to work due to your condition.

Theatre Royal Surgery, 27 Theatre Street, Dereham, Norfolk. NR19 2EN
Telephone 01362 852800 www.theatresurgery.com
Open 8am to 6pm Monday to Friday