

Surgery News

The Partners and Staff at the surgery are wishing all of our patients a Happy and Healthy New Year and best wishes for 2024.



The practice is pleased to welcome two new receptionists to the front of house team. **Jenny Harding** will be with us as a maternity cover post and **Sallyanne Greenwood** is with us in a full time receptionist post. We look forward to having both with us as part of our friendly reception team.

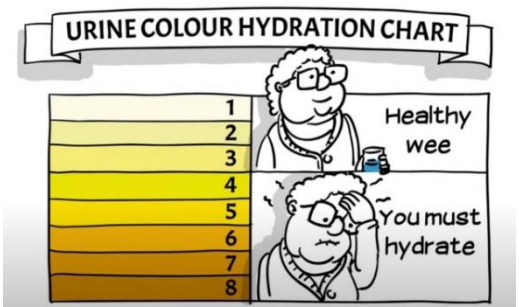
Staying Hydrated

It is important to stay hydrated to help prevent Urinary Tract Infections (UTIs).



- Water makes up two thirds of our bodies and is vital to human life
- Drinking enough has many benefits;
 - It keeps our skin healthy
 - Helps us stay alert
 - Reduces the chances of us having a fall
- Not drinking enough makes us dehydrated which increases the risk of infections, particularly in our water works (urinary system). The bacteria causing these infections are becoming more resistant to antibiotics

How can you know whether you are drinking enough? Our urine colour is a natural way to tell how hydrated we are. Most healthy adults have eight different colours of urine; 1-3 is healthy wee, 4-8 you must hydrate:



WHICH FLUIDS?



It is recommended that adults drink six to eight cups of fluid every day. Which fluids? Water is a natural inexpensive choice without calories or sugars. If you do not like plain water, try adding a slice of lemon or ice, or perhaps add squash or fruit juice for flavour, or try sparkling water. Plain tea, fruit tea or coffee without sugar can also be healthy. Foods like soup, fruits or sugar free jelly also contain water.

Practice hydration tips; Set a regular time to have a drink in your daily routine, using a cup you like and making a habit of carrying a drink with you also helps. Drink more fluids if you are unwell with diarrhoea and consider oral rehydration sachets also drink more if you exercise and in hot weather.

- More information can be found at <https://www.ageuk.org.uk/norwich/our-services/hydration/> •

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.*



Carers Identity Passport



By early identification and sign posting to support, healthcare professionals can help prevent;

- Carers own physical and mental ill health
- A caring crisis or breakdown in the caring situation
- Hospital admission/re-admission
- Admission to residential care
- The need for emergency respite

Carers Matter Norfolk are the front door of services. They offer carers assessments, carers breaks through Caring Together and homecare through Caring Together.

Carers told Carers Voice Norfolk and Waveney that they want to be identified in healthcare settings. The Carers Identity Passport for Norfolk and Waveney was co-produced by Carers Voice, carers and staff from the Integrated Care System. This can be shown to healthcare professionals to identify them as a carer. This is available to carers of all ages including young carers and parent carers. There are both digital and/or physical carers passports available and they look like this:

I am a Carer
I look after someone who depends on me

Carer Name:
.....

Carer Identity Passport Number:
.....

Issue Date:
.....

Carer Passport
Carers Voice
Improving lives together
Norfolk and Waveney Integrated Care System

Please let the surgery know if you are informally caring for a family member, neighbour or friend.

Further information can be found and applications for a Carers Identity Passport can be made at:

- carersvoice.org/carers-identity-passport/ •

Veteran Friendly Practice

Theatre Royal Surgery are proud to say that we are an accredited Veteran Friendly Practice. As part of this we want to spread awareness to our patients who are Veterans that you have access to Op FORTITUDE and Op RESTORE.



Armed Forces veteran friendly accredited GP practice

Op FORTITUDE is a new dedicated referrals pathway for homeless veterans, including those sleeping on the streets. The housing hotline, delivered by Riverside, will give homeless veterans a single point of contact to get them the help they need. The Op FORTITUDE staff will refer callers to a network of support, including housing providers, charities and local authorities.

- Veterans can access the scheme through a dedicated helpline on [01748 833 797](tel:01748833797) •

Op RESTORE is a service for anyone who has served at least one day in UK Armed Forces and, because of their service, acquired a significant and lasting physical illness or injury. Referrals to this service are via the GP only, you cannot self-refer so please contact the practice if you wish to a referral to Op RESTORE.

- More information about resources to support veterans, reservists or a family member of someone who is serving or has served can be found at; <https://www.nhs.uk/nhs-services/armed-forces-community/> •



Change Grow Live

How much is too much? Did you know that Change Grow Live (CGL) have online quizzes to understand your drug and alcohol use and get advice? Further information can be found at:

- changegrowlive.org •

NHS Healthchecks

Don't shy away! Stay healthy. Book your free NHS Health Check today. If you are aged 40-74 and have not had an NHS Health Check in the last five years you are eligible to book your NHS health check today:

- www.norfolk.gov.uk/healthcheck •





Antidepressants or Running?

Antidepressants and running are both effective treatments for depression and anxiety disorders. However, they may work through pathopsychological mechanisms and could differ in their impact on physical health.

A study was performed, and it examined the effects of antidepressants versus running on both mental and physical health.

141 patients with depression and/or anxiety disorders were randomised or offered preferred 16 week treatment. Inclusion criteria were having a current depressive disorder or anxiety disorder and being aged between 18 and 70 years old. Exclusion criteria were; use of antidepressants in the last two weeks, current use of other psychotropic medication except the use of Benzodiazepines, exercising more than once a week, primary severe clinically diagnosed psychiatric diagnosis other than a depressive or anxiety disorder, evidence of acute suicidal risk, somatic contraindications to running therapy or antidepressants and being pregnant.

Baseline and post treatment assessment included mental and physical health indicators.

Of the 141 participants, 45 participants received antidepressant medication and 96 underwent running therapy. Remission rates were comparable at 16 weeks. However, and potentially unsurprisingly, The groups differ significantly on various changes in physical health (weight, waist circumference, diastolic BP, heart rate and heart rate variability) in favour of the running group.

Living with Diabetes Day

Do you need information and support to help manage your diabetes?

You are invited to attend and find out more about diabetes and how to manage it at the Diabetes UK Living with Diabetes Day. The day will include talks from local healthcare professions on medication, diet, keeping active, emotional health and more, including a Q&A with the experts.



Sign up can be done to book your place at:

- norwichdiabetesukevent.eventbrite.co.uk or call [01376 501390](tel:01376501390) •

Missed Appointments

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



In the month of December 2023, a total of **180 patients failed to turn up for their booked appointment.**

This totalled **27 hours of wasted appointment time.**

The total cost of the appointments that were wasted **has cost your NHS £2,968.**

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.

Mental Health Practitioner

You may be referred to our mental health practitioner who works from the surgery either by the reception team or after seeing a doctor. Further information regarding their role can be found at:

- <https://www.nhsconfed.org/articles/understanding-role-mental-health-practitioners-primary-care> •



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