

### A Warm Welcome to Theatre Royal Surgery

We would like to take the opportunity to welcome all of the new patients who have joined the practice from Toftwood Medical Centre. We hope that we have made the transition as smooth as possible for you.



### Planning Permission Granted for New Modular Unit

We are pleased to let you know that planning permission has now been granted by Breckland Council for a new modular building to be installed at Theatre Royal Surgery. This will provide additional space to support our team in delivering care, following the closure of Toftwood Medical Centre.

The new unit will be located in our existing car park and will include three consultation rooms, a waiting area, and a WC. We expect it to be in place and ready for use by the end of August 2025.

We understand that the past few months have been a period of adjustment, and we want to thank all our patients for your patience and support. In the meantime, we are continuing to run extra clinics on Saturdays and offer more remote appointments during the week to help improve access to care.

We will keep you updated as work progresses.

### New Staff

Along with our new patients, we were also lucky enough to welcome our Nurse Practitioner **Katie Osley**, Healthcare Assistant **Rebekah Melton** and receptionist **Willow Medler** from Toftwood Medical Centre. We are enjoying having them as part of our team and hope that they are settling in well amongst the team.



Sadly, our practice nurse **Linda Whiteley** moved onto pastures new at the start of the new year, we wish her all of the success for the future. We are delighted to have welcomed **Emmie-Rose Bulloch** to our practice nursing team and she is settling into the role wonderfully.

In our reception team, sadly our Deputy Reception Lead **Lisa Peacock** has left her role at the practice and we wish her the best of luck in her new job. Receptionist **Chelsea Monument** has begun her maternity leave after the birth of her new bundle of joy and we are wishing her and her family all of the best. We are pleased to welcome two new members to the team **Gemma Roberts** and **Maria Dack** and we also have a new Reception Team Lead joining us in August. We are happy to have Gemma and Maria as part of the front of house team and look forward to welcoming a new team lead soon.

Within the management team we are excited that our current Reception Team Lead, **Emma Beckham**, is continuing to progress her role at the practice by assuming the role of Administration Manager after the sad departure of our Operations Manager **Trudy Dye**. We were sad to say goodbye to Trudy in April after an impressive 20 years with the practice however we wish her all the best for the future.

## Dr Adesoji Tade



Finally, we are thrilled to welcome **Dr Ade Tade** as an addition to our GP team. Some of our patients may recognise Dr Tade from when he was a locum GP with us over the last year however, we are now pleased to announce that he has joined the staff as a salaried GP. He has written a small introduction below:

*"I'm delighted to be joining the excellent team here at the Theatre Royal Surgery. I am passionate about delivering patient-centred care. I look forward to working with the team to improve the health and well-being of the community"*

## Staff Wellbeing Garden

Our wonderful wellbeing champion Dani has created a lovely, relaxing space for staff to enjoy on the premises during their lunch breaks. The space includes outdoor furniture to sit and unwind after a busy morning and some beautiful plants to brighten the courtyard up.

We are very grateful to Pot Pourrium and John at Dereham Plants and Shrubs (based at Dereham FC Aldiss Park) for their generosity in donating pots and plants for the garden. These look lovely and have totally transformed the space. Now the staff just need some more sunshine to sit and enjoy!



## NHS App

If you are a carer for a child or adult, you can link your NHS app accounts in order to support them to manage their health via the NHS app. Further information on proxy access can be found on the following link or speak to our NHS App Champion Willow on the reception team if you are still struggling:

- [www.nhs.uk/nhs-app/nhs-app-help-and-support/linked-profiles-in-the-nhs-app](https://www.nhs.uk/nhs-app/nhs-app-help-and-support/linked-profiles-in-the-nhs-app) •

## 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.*

## TAKE CARE OF YOURSELF NSFT Self Help Mental Health Guides



One in six people will experience mental ill health. At some point in our lives we will know someone who is struggling. That is why Norfolk and Suffolk NHS Foundation Trust have written a series of self-help guides covering a wide range of topics such as depression, anxiety, and stress which give the opportunity to find out more about the causes of mental health issues and provides tools to work through feelings and emotions. The self help guides are written by Clinical Psychologists with contributions from service users, healthcare and voluntary sector staff.

These are not intended to replace the advice of a medical professional. If it is not a medical emergency and you are not sure what to do next, the guides can suggest next steps. The guides can be found at:

- [www.selfhelp.cntw.nhs.uk/organisation/norfolk-and-suffolk-nhs-foundation-trust](https://www.selfhelp.cntw.nhs.uk/organisation/norfolk-and-suffolk-nhs-foundation-trust) •

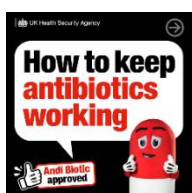
## Stay Well This Summer

NHS Services are here to help if you become unwell or injured this summer. If you are not sure search "NHS 111" online or call 111 to get the right care. Your local pharmacy team are a great source of advice and medication.



What can you do to stay well this summer?

- Keep basic first aid supplies at home; antiseptic cream, plasters, paracetamol and after sun lotion are always handy.
- Drink plenty of water and if you are drinking alcohol swap a few drinks out for alcohol-free alternatives.
- Order repeat prescription medication 7-10 days before you run out or go on holiday to make sure that it will be available.
- In hot weather, apply sun cream regularly and find shade.
- Check in on elderly relatives and those with health conditions.



### How to Keep Antibiotics Working

Don't take antibiotics for colds and flu. They won't work.

Don't save leftover antibiotics for later. They don't work.

Take antibiotics as directed by your GP, nurse or pharmacist.

## Missed Appointments

In the month of June 2025, a total of **229 patients failed to turn up for their booked appointment.**

This totalled **38 hours of wasted appointment time.**

The total cost of the appointments that were wasted **has cost your NHS £4212.**



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 Art Competition

The children from Toftwood Junior School all worked very hard in an art competition to design a piece of artwork to show what the NHS means to them. After receiving over 40 excellent entries 10 winners were chosen and received a book voucher, the winning designs are displayed around the surgery in the waiting rooms and all entries are displayed on the electronic screens in the waiting room. The children are all aged between 5 and 11 years old.



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