

### New Consulting Area



We are pleased to say that the new modular unit is now in use as of Monday 23 February 2026 and clinics are taking place in the new area. Waiting room 4 is located in the new modular which is at the far end of the surgery, just off of the back of the Cherry Tree Car Park if this is where you are directed for an appointment.

We once again would like to thank our patients for their understanding and patience whilst building works were undertaken over the past few months.

### Parking

We requested two disabled parking spaces from Breckland Council which have been approved at the rear of the surgery. This will enable patients easier access to the practice, but please ensure these are only used for those with a blue badge to display.



You may also notice a new parking area at the front of the GP practice which will be the new GP car park. Under no circumstance must this be used for patient parking as it is vital that the GPs are able to get out in the case of having to go on emergency home visits and we must ensure that the area is kept clear.



### Missed Appointments

Last month, **145 appointments were missed** at Theatre Royal Surgery.

That's **24 hours of clinical time lost** – time that could have been given to other patients.

If you are unable to attend, please make sure that you cancel your appointment in plenty of time. We can accept cancellations at the latest 1 hour before your appointment time. Failure to do this will mean you will receive a DNA.

This helps us:

- ✓ reduce waiting times
- ✓ improve access
- ✓ offer appointments to patients who need them urgently

We are currently experiencing a high number of missed appointments (Did Not Attend/DNA) at the practice. These unused appointments are a significant waste of valuable clinical time and prevent other patients from accessing care when they need it.

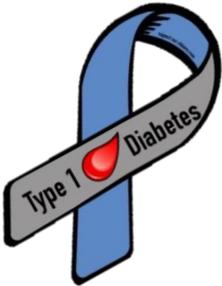
Over the coming weeks, we will be taking a stricter approach to missed appointments in line with our practice policy. Thank you for your cooperation and for helping us provide the best possible service to all our patients.

## Spring COVID Boosters

Just an update that we will be running the Spring COVID Campaign from the surgery and the pharmacy. Further details will be released soon regarding eligibility and booking.



## Do you know the signs of Type 1 Diabetes?



**T**oilet  
**T**hirsty  
**T**ired  
**T**hinner

Often called the 4Ts. If you or your child are weeing more often, constantly thirsty, more tired than usual or losing weight for no reason, it could be a symptom of type 1 diabetes. If left undiagnosed, type 1 diabetes can be fatal. If you are experiencing any of the 4Ts, ask for a blood test.

## Pharmacy First

Did you know that your pharmacist can now provide treatment or some prescription medicine, if needed, for seven common conditions, without you seeing a GP.

- ✓ UTI (women aged 16-64 only)
- ✓ Earache (only children aged 1-17)
- ✓ Insect Bites
- ✓ Impetigo (skin infections)
- ✓ Sore Throat (including tonsillitis)
- ✓ Sinusitis
- ✓ Shingles



Think pharmacy first and get seen by your local community pharmacy team.

For more information, visit:

- [nhs.uk/thinkpharmacyfirst](https://nhs.uk/thinkpharmacyfirst) •

## Good Things Foundation

Closing the Digital Divide - Together

Good Things Foundation is the UK's leading digital inclusion charity, helping people gain the skills, devices, and connectivity they need to thrive online. Through initiatives like the National Databank (free mobile data), Device Bank (refurbished devices), and Learn My Way (free digital skills courses), they have supported over 1 million people to get connected and confident.

If you are in need, please contact the local Good Things Foundations opposite the PACT charity, or by Dereham Library.



## NHS App

Do more with the NHS App!

- ✓ order repeat prescriptions
- ✓ find NHS services
- ✓ book appointments
- ✓ use NHS 111 online
- ✓ view your GP health record
- ✓ get reminders and messages

You can also use these services by logging in through the NHS website.

Turn on notifications to get messages, appointments and reminders as soon as they're sent.

You can do more with the NHS App than you realise. Discover what else you can do today.

Need help? Get support in the app or visit:

- [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp) •



### Help Us Help You

We are here to help you. Thank you for treating us with respect.

