

# Aldborough Surgery Newsletter

## Autumn 2018



### Announcements

- We would like to give a warm Welcome to Doctor Kirsty Hewitt who started at Aldborough Surgery the beginning of August and will be with us until February 2019. Doctor Hewitt is a qualified Doctor who has just started her post graduate training in General Practice, and will be working alongside Doctor Fleming throughout her time with us.
- For those of you who are not aware, we have recently invited some. Locum GP's to the practice to help support Dr Fleming in the current absence of Dr Bowman. They have enjoyed their time with us so much that we are going to be seeing them on a regular basis from now on. You may find yourselves becoming acquainted with: Dr Steven Gillam, Dr Peter Sampson, Dr Mark Stubbs, Dr Sian Thomas and Dr Lawrence Williams, at some time or another throughout the next few months. It has been and is our pleasure to have them working at Aldborough Surgery.

### Norfolk Healthy Child Programme

**Do you have a child aged 3 ½ years old?**

As part of Norfolk County Council's commitment to the development of children, we are now offering a

School Readiness Health Check to children aged 3 ½ registered at our



practice. The aim of the check is to help us identify, with you, if your child needs any additional support to help prepare them for starting school. We can advise you where to get help for your child with communication, socialising, physical exercise, nutrition, dental health and continence. We will work with your Health Visitor (with your consent) to try and give your child the best possible start to beginning school. The new School Readiness Health Check will be part of the Pre-School Immunisation appointment and will take approximately an additional ten minutes to complete. To book your child's appointment speak to Reception who will be happy to book you in!

### Winter Flu Clinic 2018

**This year we will be holding our Flu Clinic on Saturday 13<sup>th</sup> October.** As you will be aware previous years have been run very smoothly so we intend to keep to the same schedule by



booking everyone an appointment. Please visit Reception who will be happy to schedule one for you! Weekday clinics are in the process of being set up for those who cannot attend on Saturday 13<sup>th</sup> October, so please check with Reception periodically for an update.

**This year, 3 types of flu vaccine will be used in the flu programme.**

- **Adjuvanted trivalent flu vaccine (aTIV)** – This is licensed for people aged 65 years and over.
- **Quadrivalent vaccine (QIV)** – This is recommended for Children aged from 6 months to 2 years and in adults from 18 years to less than 65 years of age who are at risk from flu because of long term health condition
- **Live attenuated influenza vaccine (LAIV)** – This is a nasal spray and is licensed for children and young people from 2 years old to less than 18 years of age. The age groups targeted in England for this vaccine in 2018/19 are two and three year olds (through GP surgeries) and school aged children in reception class through to year 5 (through schools).

For those who are under 18 and require a nasal spray administration of the flu vaccine, we will book an appointment with a Nurse outside of the Saturday 13<sup>th</sup> Flu Clinic day.

## **Shingles Vaccinations**

Aged 70 years? You are eligible plus anyone in their 70s who was born after 1 September 1942 and has not yet had the vaccine. If you are unsure whether you are eligible, contact Reception who can let you know!

## **Important Patient Information**



## **BUT IT COULD COST YOU YOUR SURGERY!**

We are aware that you may have been approached by external private online companies offering to deliver your medications for free. There are companies who are misleading our patients into switching to their service and advertising that it 'does not cost the NHS a penny.' By switching to an online pharmacy, it has a huge impact on Dispensing GP Surgeries including Aldborough Surgery. Most importantly the dispensing fees we normally receive from NHS England are ploughed back into your Surgery, providing funding to offer the best possible service to our patient's care and wellbeing. Although it is down to patient choice, it does have a huge impact on the Surgery if you decide to obtain your medicines online. Lack of support for dispensing Doctors could mean losing the GP Surgery service altogether. If you would like to discuss this matter further or have any



questions, please do not hesitate to contact Sue Waller - Dispensary Manager, or Natalie Catley - Practice Manager.

Here are some important facts about Pharmacy2U which we feel you should know:

- Pharmacy2U has nothing to do with us or the NHS.
- Pharmacy2U is a distance selling (internet only) pharmacy based on an industrial estate.
- As a patient, you cannot have any face-to-face contact with Pharmacy2U. Distance selling pharmacies like this are only allowed to deal with patients by post, telephone or internet, not in person.
- Prescriptions from Pharmacy2U are delivered by Royal Mail, unlike your medications being handed to you in the dispensary by a member of our team, or personally delivered to you by a driver.
- In October 2015, Pharmacy2U was fined £130,000 for selling its patients' details to marketing companies including an Australian lottery. The Information Commissioners Office subsequently found that this data was used by the marketing companies to deliberately target elderly and vulnerable patients.
- Over Christmas 2015, Pharmacy2U failed to send out prescriptions for three weeks, leaving thousands of patients stranded without their essential medicines.
- In February 2017, the Care Quality Commission inspected Pharmacy2U and found that it was "not safe, effective or well lead".

We believe that an internet business like Pharmacy2U is no substitute for your local dispensary. Please support us to continue caring for you and your family by ignoring any correspondence from Pharmacy2U and obtain your prescriptions here at Aldborough Surgery's NHS Dispensary.

### **Aldborough Surgery Dispensary**



Please may we remind you that the Dispensary requires at least **two working days** for prescriptions to be dispensed once your order is placed. Although we will try to dispense sooner this is not always possible. If you are approaching the last week of your supply of

medication, please take the opportunity to place your order then so that you don't run out. This will also allow us more time to fit in a medication or other review should one be needed.

Orders for medication can be made by telephone to the Dispensary on **Monday** and **Wednesday** between **9:00am** and **10:30am**, and every weekday between **2:00pm** and **4:00pm**. Please telephone: **01263 768819** to make your request. If you are unable to call during the designated hours you can email the dispensary **any other time** on: [aldborough.dispensary1@nhs.net](mailto:aldborough.dispensary1@nhs.net)

| <b>Request Day</b> | <b>Collection Day</b> |
|--------------------|-----------------------|
| Monday             | Wednesday             |
| Tuesday            | Thursday              |
| Wednesday          | Friday                |
| Thursday           | *Monday               |
| *Friday            | Tuesday               |

**Please note:** During peak times the Dispensary phone can be engaged and go to answer phone so please be patient and refrain from calling Reception and blocking their phone line, as they will not be able to transfer your call to the Dispensary. The Dispensary answer phone is not regularly checked so please do not leave a message on it.

**\*Allow an extra working day for dispensing if we are closed for a Bank Holiday.**

### **Recycle your inhalers!**



If you suffer with Asthma or have any other medical need for inhalers, once they are empty bring them back to us! In the front entrance of the Dispensary there is a box that your used inhalers can be dropped in to when you next pop by to collect your medication.

### **Teaching Students**

Aldbrough Surgery is a Training Practice for 4<sup>th</sup> year Medical Students from the University of East Anglia and we are currently trying to recruit patients to volunteer to



come and speak with our Medical Students on one of the following Four Modules (this is not a group participation with other patients):

1) **Women's Health, Obstetrics & Gynaecology** (for example if you currently have or have had in the past: Benign Breast Lumps, Breast Cancer, Mastectomy, Vaginal Prolapse, Ectopic Pregnancy, Menopause, HRT, IVF, Endometriosis, Caesarean Section, Polycystic Ovary Syndrome, Miscarriage, Bladder Problems, Currently Pregnant, Hysterectomy, Infertility, OR any other medical condition related to Women's Health not listed).

2) **Babies / Children's Health & General Development** (age range is from new born to 16 years of age – this covers the general development of a child / and or any medical condition they may currently suffer or have suffered from in the past.)

3) **Mental Health** (for example if you currently have or have had in the past: Anxiety, Depression, Seasonal Affective Disorder, Panic Attacks, Bipolar, Eating Disorder, Obsessive Compulsive Disorder, Post-Traumatic Stress Syndrome, Phobias, Post-Natal Depression, OR any other condition related to Mental Health not listed).

4) **'Out of Module'** – This Module covers any other medical condition which does not fit any of the above three Modules (for example a condition under the following specialities OR one that is not listed: Orthopaedic, Neurology, Ophthalmology, Dermatology, Cardiology, ENT, Gastroenterology, Renal Medicine, Urology, Medically Unexplained Symptoms, Respiratory Medicine, Stroke Medicine etc).

If you feel you could give an hour of your time to come along to speak to Medical Students please ask at Reception for Debbie Lubbock, Our Practice Data and Compliance Manager, for more information.

**You could win yourself £25 worth of Shopping Vouchers by way of a 'Thank You' from the Surgery for taking part, if your name is drawn from the list of participants at the end of each Module.**



Feedback from patients who have come to speak to Medical Students in the past have been very positive and many patients come back year-on-year to speak with the new intake of 4<sup>th</sup> Year Medical Students. We sincerely hope you could be one of them.

### **Medicals and Insurance Reports**

If you require a Medical for the DVLA or your HGV Licence, this is something our GP's can help with.

They can also complete medical reports and questionnaires for insurance purposes and provide letters for reasons such as travelling with medication. In most circumstances there will be a fee, which will require full payment up front before any work is undertaken. For more details and for pricing you can enquire at Reception. **Please note;** as this is all classed as private work it will **not take priority** over day to day GP administration, therefore we advise you notify us of your requirements in plenty of time.



### **Polite Reminder**

Please refrain from coming in to the Surgery out of consulting hours and asking to see a member of medical staff. Unfortunately we do not have the capacity to give you 'a few minutes' to check something, as this time is used for administration, prescriptions and potentially home visits which means there may not be a GP or Nurse on the premises. Please book a Routine appointment or if you feel you need attention urgently, telephone Reception first who will discuss your query with a Clinician when possible and make the appropriate arrangements for you. Thank you in advance for your co-operation.

### **Staff Training**

Just as a reminder, the surgery closes for two hours every **THIRD THURSDAY** of the month from **12:00pm until 2:00pm**, so that staff can take part in mandatory training sessions. The Surgery will be covered by the Out of Hours Service during this time. We apologise in advance for any inconvenience this may cause.



