

# Cromer Group Practice

Newsletter July 2017



## ENHANCED TEXT MESSAGING SERVICE

June 2017 brought the introduction of an enhanced **Text Messaging Service** which we hope will help us reduce the very number of 'missed appointments; through patients not attending their appointments, with over 200 such incidents being recorded in May 2017.

Patients do not have to be registered to our '**On-Line Service**' to benefit from this new service, and anyone with a 'Smart-phone' can take advantage of this **FREE APP**

**Register for health communications – Download Mjog Messenger today**

**Quick and very easy to use – stay in touch 24/7, 365 days of the year – keeps your appointments confidential – NO SMS Charges**

## Feeling unwell? Choose the right service

**NHS**  
North Norfolk  
Clinical Commissioning Group

An infographic shaped like a funnel, showing service options from top to bottom. On the left side, there is a vertical label 'Self care' in green, 'Need some help' in orange, and 'Emergency' in red. Each service option includes an icon, the service name, and a list of conditions.

Service	Conditions
Self care www.nhs.uk	Headache, sore throat, cold, diarrhoea and vomiting.
Pharmacy	Advice and medicines to help you self-care.
NHS 111 (24/7)	Still unsure, want more help - or it's urgent but not an emergency.
GP practice	Self care not working or long term conditions like asthma, diabetes.
Minor Injuries Unit, Cromer Walk-in Centre, Norwich	Minor illness/injury or you can't see your doctor
999/A&E	Severe bleeding, breathing problem, chest pain, stroke.

## NEW SURGERY

We are delighted to report that the build of our brand new surgery is firmly underway.

Due to be completed in March 2018 our new facilities will be a fitting venue for the wide ranging service our dedicated team of doctors, practice nurses and admin staff provide and more importantly, for our many patients who have endured cramped conditions and difficulty on parking for so long. Our new surgery could not be better placed given that is directly opposite our, but firmly established hospital and will include the provision of 42 parking spaces

## ENHANCED CARER SUPPORT

Norfolk County Council in partnership with 5 clinical commissioning Groups (CCG's) in Norfolk have teamed up with **Carers UK** and have launched a **FREE** service available to **all people who are UNPAID carers in Norfolk** offering resources and guidance to support their caring roles, including:-

- Building confidence for carers
- Co-ordination APP for carers
- Nutrition when caring
- Upfront guide to caring
- Carers rights guide
- Being heard for carers
- Technology and care

Register for the **FREE** digital package by clicking the link below

<https://carersdigital.org>

## NEW PRACTICE STAFF

We are pleased that several new staff members are now 'in post', including,

**Lynda Wilson** who has joined us as a **Data Support Assistant** to read code clinical information to patients records together with sending out recall notifications/letters to our patients.

**Arianne Gray** joins our **Reception Team** as a **Secretary to Dr. Blunt**. Arianne previously worked at a GP practice in Norwich.

We welcome **Lynda** and **Arianne** to our team and wish them both a successful career with us.

## Claiming free prescriptions?



If you claim free NHS prescriptions that you're not entitled to, you could be facing a **penalty charge of up to £100** – as well as the original prescription charge(s).



If you're not sure whether you qualify, please pay for your prescriptions and ask for an NHS receipt – you may be able to claim a refund later. Even if you're not currently entitled, this guide tells you what help could be available.



If you're sure that the NHS covers the cost of your prescriptions, please **show evidence of your entitlement** to the pharmacy or practice staff before signing the patient declaration.

The NHS covers the cost of prescriptions for patients who meet certain criteria. Before you declare that you don't have to pay, please use this guide to check that you qualify.



## TOUCH SCREEN

### Save time when checking in

The Practice has an automated arrival screen. It is designed to ensure you get booked in with your clinician in a timely manner and shorten the queue at busy times, so the Receptionists can deal more effectively with patient queries. We are requesting that all patients attending appointments at the practice use the automated arrival screen.

All you need to do is tap on the screen to enter your date of birth and the first letter of your surname. Your appointment will then automatically be displayed. If two patients have the same date of birth, the screen will then ask the patients to identify their postcode.



I will be retiring from my position as Practice sister at Cromer Group Practice on the 31<sup>st</sup> July 2017.

I feel very proud to be able to say that I have completed 45 years of nursing. My career started on the 1<sup>st</sup> August 1972 at the Jenny Lind Children's Hospital on Unthank Road, Norwich. I have had the privilege of working with some truly amazing people, made many friends and best of all, have some treasured memories.

When I joined Cromer Group Practice on June 1<sup>st</sup> 1984 little did I know I would be here some 33 years later! I have been very lucky to have enjoyed good health which has allowed me to do what I love doing for so long.

To all the patients I would like to say how much I have enjoyed looking after you all, and how fortunate we all are to be having a new surgery. It will be fantastic.

Best wishes to you all.

Jules Gurney

*We are extremely grateful to Jules for the valuable contribution she has made to the Practice, more importantly, to our patients, during her long Career here at the practice. We are sure everyone will join us in thanking Jules for her commitment and unstinting service to our patients and wish Jules a long and happy*

## HAND WASH

Medicated hand Wash Gel is available on the reception counter and all patients, including children, are encouraged and asked to make full use of them every time you visit the surgery to help us minimise the spread of bacteria within the practice.

## PATIENT PARTICIPATION GROUP

The PPG is made up of volunteers (members) who are registered patients of Cromer Group Practice, wholly independent, though supported by practice staff.

The purpose of the group is to share information, express ideas and offer constructive comments on the services and development of the practice, and, with the co-operation of medical and practice staff, seek improvements and innovation on behalf of patients and practice staff at all levels.

Members can be '**active**' (attending a short meeting every 6-8 weeks) or '**virtual**' members making their contributions via the internet.

Currently, the membership is compromised of the 'more mature' patients rather than the ideal mix reflecting all age groups, especially those with young children.

If you would like the opportunity to help YOUR practice for an hour or so every 6-8 weeks, or offer constructive suggestions on-line as a '**virtual member**' please contact reception and ask for an application form.

**YOUR** idea might just be the one that will help **YOUR** practice and ALL our patients.

## CHAPERONES

Occasionally, medical assessments may involve examinations of an intimate nature. The practice is committed to putting patients completely at ease whenever possible.

If you wish a chaperone to be present during your examination, please do not hesitate to ask the receptionist on booking your consultation with the doctor/nurse or during your consultation.

## SAFEGUARDING ADULTS

Adults can be abused in many different ways. Some groups, such as the elderly and frail, are at particular risk of abuse and harm. Safeguarding adults is about protecting those at risk of harm (vulnerable adults) from suffering abuse or neglect.

What is adult abuse?

Abuse of adults can happen anywhere. It can happen at home, in a residential or nursing home, in a hospital, at work or in the street. There are different types of abuse, which include:

- **Physical** - being hurt or harmed either deliberately though rough, careless or thoughtless behaviour.
- **Emotional abuse or bullying** - Being humiliated or put down or made to feel anxious or frightened.
- **Financial abuse or theft** - Someone using your money or possessions in a way that you don't want
- **Neglect** - not being given things you need to feel safe and comfortable or not making sure you get the care or treatment you need.
- **Sexual abuse** - being made to do something that you don't want to do.
- **Discrimination** - Including racist, sexist or abuse about a person's disability.
- **Domestic abuse** - examples include psychological, physical, sexual, financial, emotional abuse or 'honour' - based violence.
- **Modern slavery** - Includes slavery, human trafficking and forced labour.
- **Organisational abuse** - include neglect and poor care within an institution or specific care setting such as a hospital or care home.
- **Self-neglect** - include not caring for personal cleanliness, health or surroundings and includes behaviour such as hoarding.

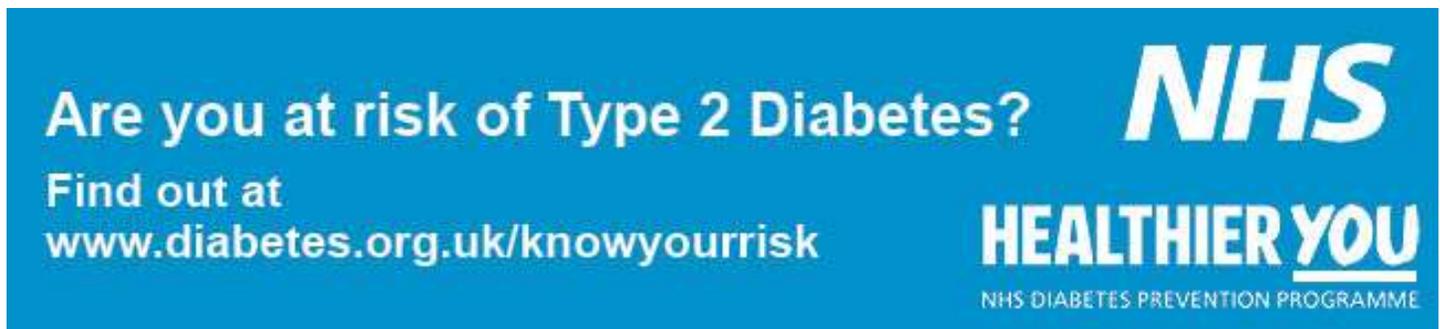
### For help and information

National Centre for domestic violence Telephone [0800 970 2070](tel:08009702070)  
<http://www.ncdv.org.uk>

National domestic violence helpline Tel [0808 2000 247](tel:08082000247)  
<http://www.nationaldomesticviolencehelpline.org.uk>

Leeway - Domestic violence & Abuse services Telephone [0300 561 0077](tel:03005610077)  
<http://www.leewayssupport.org>

**If you cannot attend your appointment(s) for any reason please let us know as soon as possible, we can then offer the appointment to someone else.**



Are you at risk of Type 2 Diabetes? Find out at [www.diabetes.org.uk/knowyourrisk](http://www.diabetes.org.uk/knowyourrisk)

**NHS**

**HEALTHIER YOU**  
NHS DIABETES PREVENTION PROGRAMME