



# CROMER GROUP PRACTICE

## NEWSLETTER

02/03/2022 | Volume 2

### OUR SURGERY

**01263 513 148**

Mill Road, Cromer  
NR27 OBG

[CromerGroupPractice.nhs.uk](http://CromerGroupPractice.nhs.uk)

For appointments, please call or  
book online via our website  
under "**Consulting Room**".

#### Open Hours

**Mon:** 8:30am – 6pm

**Tue:** 8:30am – 1pm, 2pm – 6pm

**Wed-Fri:** 8:30am – 6pm

**Sat:** Closed

**Sun:** Closed

### Welcome to our newsletter!

Thank you for taking the time to read the second edition of our brand-new surgery newsletter.

The purpose of this newsletter is to provide our patients with all the most up-to-date information about the surgery, how to contact us, who to go to for your care and any upcoming reminders.

This is a place for building awareness of health and wellbeing. We explore conditions, what they are and how to treat them. We share local support groups and community resources available to you.

#### Practice highlights for the month:

- We have some new members to the practice team, please see details below
- New ABPI Machine to diagnose patients with leg ulcers
- Changes to how we process our urine samples
- Flu vaccinations

### ARE YOU USING THE RIGHT SERVICE FOR YOUR CARE?



#### self-care

coughs, colds,  
sore throats,  
nosebleeds,  
hangovers



#### pharmacy

diarrhoea, colds,  
headaches, pain  
relief



#### NHS 111

medical advice  
for a non-  
emergency



#### your GP

feeling unwell,  
vomiting, ear or  
back pain



#### NHS walk-in

persistent  
symptoms and  
you can't see a  
GP



#### 999 & A&E

life-threatening  
emergency

## In this edition of our newsletter

### February & March Awareness Months



- 1 March – 31<sup>st</sup> March 2022
  - o Ovarian Cancer Awareness Month
  - o <https://ovarian.org.uk/march-ovarian-cancer-awareness-month/>
- 6 – 12 March 2022
  - o Lymphoedema Awareness Week
  - o [Lymphoedema Awareness Week 2022 \(thebls.com\)](https://lymphoedemaawarenessweek.org/)
- 14 March – 20 March 2022
  - o Nutrition and Hydration Week
  - o <https://nutritionandhydrationweek.co.uk/>
- 20 March 2022
  - o World Oral Health Day
  - o <https://www.worldoralhealthday.org/>

## YOUR CONCERNS ANSWERED

### The Cromer Patient Participation Group (PPG)

Our PPG helps us to provide our very best service.

If you would like to get involved, speak with them, or raise any suggestions, please contact them via the email below.

[cromerppg@gmail.com](mailto:cromerppg@gmail.com).

We always want to do better. If you have questions/feedback/suggestions, please get in touch.

You can do this by phone, in person or via the online form on our website by clicking Message in the left-hand sidebar.

## ARE YOU USING THE RIGHT SERVICE FOR YOUR CARE?

### doctor

Sudden changes in long-term conditions

Complex chronic disease

Mental health

Conditions potentially requiring hospital

### nurse practitioner

Infections

Thrush/menstruation

Abscesses/warts

Contraception

Acne/eczema

Flu/coughs/sore throats

Sick children

### practice nurse

Smears

Injections/vaccines

Stitch removal

Checks/reviews

Child & baby immunisations

### health care assistant

New patient registration checks

NHS CVD health check

Routine ECGs

Blood pressure monitoring

24hr BP/ECG





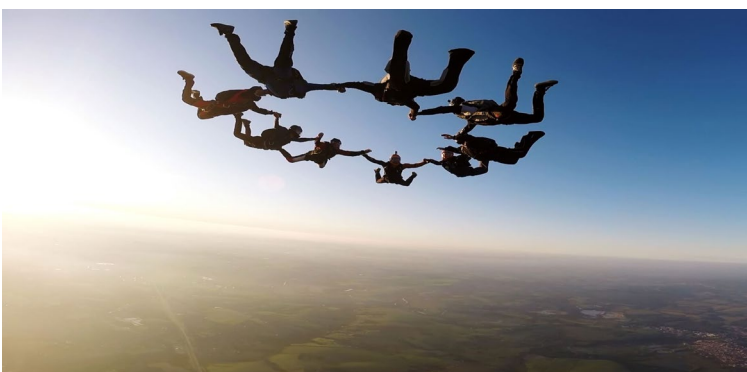
## ***Practice Team Leavers and Joiners***

### **We bid a fond farewell in 2021 to:**

Dr Simon May (GP Partner)  
Gabriela Pardo (Salaried GP)  
Mari-anne Jones (Advanced Nurse Practitioner)  
Elizabeth Ross (Advanced Nurse Practitioner)  
Debbie Perez-Selsky (Advanced Nurse Practitioner)  
Lynne Phillippo (Advanced Nurse Practitioner)  
Kate & Louise (Health Care Assistants)  
Rachel (Deputy Practice Manager)  
Sarah (Coder)  
Mel & Annette (Receptionists)  
Sarah, Kirsty, Holly & Hazel (Pharmacy)  
Jaclyn (Finance)  
Caolan (IT Admin)

### **We welcomed to the team in 2021 & 2022:**

Dr Dmitry Pshezhetskiy (GP Partner – joining 1<sup>st</sup> March 2022)  
Dr Tamara Jayaweera (GP Partner – joining April 2022)  
Tee Randall (Practice Manager)  
Dr Elizabeth Rudd (Salaried GP)  
Dr Flora Hill (Salaried GP)  
Andrew Johnson (Advanced Nurse Practitioner/Clinical Lead)  
John Higgins (Clinical Pharmacist – joining 1<sup>st</sup> March 2022)  
Carenza Smith (Clinical Pharmacist)  
Claire (Practice Nurse)  
Dawn (Practice Nurse)  
Jo (Governance Administrator)  
Sam (Finance Administrator)  
Max (IT Administrator)  
Rebecca, Tracey, Victoria & Molly (Pharmacy)  
Karen, Dawn, Emily & Rachel (Receptionists)  
Chris (Delivery Driver)  
Jamie Sadler-Barker (Pharmacy)  
Danielle, Verity & Caitlin (Health & Wellbeing Coaches – joining March 2022)



### **NEW ROLE TO THE PRACTICE TEAM!**

## ***Health & Wellbeing Coaches***



Health and Wellbeing Coaching is a relatively new position within the NHS and we are pleased to welcome 4 Coaches to Cromer!

This role is part of the NHS's long-term plan to make personalised care the 'norm' across primary care.

The idea is to support practice staff in helping people look after and manage their own physical and mental health.

### ***The role of the coach***

A coach's main role is to help people to take an active role in looking after their own health and wellbeing. Particularly people with long-term conditions that can be managed through lifestyle changes.

We aim to help people make these positive lifestyle changes, with the aim of leading to long-term behaviour change. This can be achieved through setting goals and targets, establishing healthier habits, and increasing people's knowledge, skills and confidence.

When working with patients it's important that the coach isn't making decisions and choices for the individual. The emphasis of coaching is to centre the sessions around the individual and what matters to them. By focussing on things that motivate and are important in their lives encompasses this 'personalised care' approach. Building a trusting relationship and rapport is very important. It helps support work towards their self-identified goals and is the essential work of a Health and Wellbeing Coach.

## A big thank you to the PPG!

The Patient Participation Group kindly donated £700 to the practice which has helped towards the purchase of an ABPI Machine.

An ABPI is an Ankle Brachial Pressure Index measuring device used for locating vascular disease in patients with leg ulcers and other related conditions. It compares blood pressure in the arm and legs and provides results within 1 minute.

Early detection of Peripheral Arterial Disease (PAD) in Primary Care is crucial. Over 70% of patients do not know about the disease because they do not feel or recognise the symptoms until severe complications occur.

We are extremely grateful to the PPG for helping to fund raise and make a donation towards this valuable piece of equipment, which we know will be of tremendous benefit to our patients.

The nursing team are thrilled to have the ABPI machine, which can be used in the surgery and for home visits if necessary.



## Changes to Urine Sample Process

From the **1<sup>st</sup> March 2022** the surgery will only accept urine samples for testing until **12:30pm**

Any samples delivered after 12:30pm will be destroyed and you will be asked to provide another sample.

When delivering samples to the reception desk you will be asked to complete a form with your personal details and symptoms, which will help the clinical team when processing your sample.

We would like to apologise for any inconvenience and appreciate your understanding.

## It's not too late to get your flu jab!

If you would like to have your flu jab, please speak to one of our team who can arrange that for you.

*With many thanks  
The Practice Clinical Team*