



HEALTHCARE  
CARING FOR YOUR HEALTH



# Practice Newsletter

Winter 2022

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## Patient Participation Groups

Patient Participation Groups (PPGs) are representatives of the practice population, (including carers of registered patients) who meet with the practice and provide patient experience and feedback.

These groups generally meet with the practice team several times a year.

PPGs can play a number of roles, including:

- Advising the practice on the patient perspective – a critical friend
- Organising or assisting with health promotion events and helping to share health related messages and understanding of services
- Communicating with the wider patient population
- Carrying out research (survey) into the views of those who use the practice (and their carers)
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice

We have a Patient Participation Group at The Hollies, Carole Brown, Hunstanton and within King's Lynn.

You can get involved with the PPG and it is completely free, however you must be a patient or carer at the practice to be eligible.

Meetings are held on a quarterly basis, or you may wish to participate as a virtual member only and receive emails and feedback electronically.

If you wish to join one of our PPGs, then please contact the practice and express your interest and a member of the PPG committee will be in touch with you soon. The Practice is hugely grateful for the work and support these groups make.



## **Recent Starters and leavers**

We have not released a newsletter since before the start of the Covid pandemic, during that time we have had many people join and leave, farewell and good luck to the leavers we have had, and a warm welcome to the new starters.

### **Starters:**

Agra Rajapaksege – Registrar  
Amy Hewitt – HCA,  
Benjamin Chan – Registrar  
Nagarjuna Doddamani – PCN Physiotherapist  
Helga Thorpe – Locum GP  
Jackie Norman – Triage  
Lesley Horrey – Nurse  
Oghale Okerie – Registrar  
Onyedikachi Igbo – Registrar  
Samuel Ihuoma – Registrar  
Stephanie Rutty – Triage  
Temitope Omikunle – Registrar

### **Leavers:**

Karen Towersey – Nurse  
Khalil Khalil – Registrar  
Sarah Hill – Operation & Quality Manager  
Tim Barger – GP  
Vicky Creighton – Triage  
Lauren Phillips – Practice Coordinator (The Hollies)  
Sarah Dennis-Brurrell — Practice Coordinator (Hunstanton)

## **Friends of the Doctors Surgery (FODS)**

Friends of the Doctors Surgery are a group of volunteers who are registered at Gayton Road Health Centre and specifically fund raise and support us at the practice.

"For those of you who do not know who we are; we are a small and friendly group who raise funds for the benefit of the patients of Gayton Road Health Centre. We have a stall, for three days every month, in the waiting room of the surgery. You can find the dates on the notice board in the waiting room or ask at the stall for a list.

Unfortunately, our numbers are dwindling and desperately need more helpers. If you feel you can spare a few hours, (no matter how few) each month, please contact Jan on 01553 671621. We would also welcome any good quality bric a brac or books for sale on the stall."

## **Online Consultation (PATCHS)**

We are currently in the process of enabling a new online consultation service that we hope to start making available to you over the next few weeks. This will apply to all sites except The Hollies who use askmyGP.

What is the appeal of PATCHS to patients?

Register from home

Quick and easy to use – just answer a few simple questions to get started

Avoid long waits for a GP appointment

Access PATCHS via our website, any time of day

You can sign up and make use of PATCHS by visiting the following:

<https://patchs.ai/practice/vidahealthcare>

## **New Website**

We have recently developed a new website for our surgeries. The new website is meant to look and feel very much like the NHS website. The new website is up and running and we believe that it is a big improvement over the previous with a friendlier interface to allow everyone to access their information needs. If you would like to have a look at it, please go to:

<https://www.vidahealthcare.nhs.uk/>

Hopefully you will find the new website an improvement over our previous one. We will be happy to receive any feedback about your experiences with it, good or bad.

Tell us how you feel about the website at:

[nwicb.vida-website@nhs.net](mailto:nwicb.vida-website@nhs.net)

## Men's Mental Health

In these unusual times, we are all finding it difficult to communicate our concerns to others, as well as improving our wellbeing.

While physical health is seen as important overall, Mental health affects us all in our daily lives as well, and it is just as important to keep on top of it.

While mental health issues can affect everyone, Men have a particularly hard time raising the issues to a professional or to people they know.

You are not alone, reach out to friends and family and seek professional advice on how to deal with your worries and queries.

Consult your GP for concerns and questions regarding mental health or visit the NHS website for advice, for more information visit:

<https://www.vidahealthcare.nhs.uk/mens-mental-health>

## WHAT 1,000 MEN SAID ABOUT THEIR MENTAL HEALTH

**PRIORY** PRIVATE HEALTHCARE



The biggest cause of mental health issues in men's lives are:



Work pressure	32%
Financial issues	31%
Their health	23%

**40%**



of men polled said it would take thoughts of suicide or self-harm to compel them to seek professional help

**40%**



have never spoken to anyone about their mental health:

**29%** are "too embarrassed" to speak about it

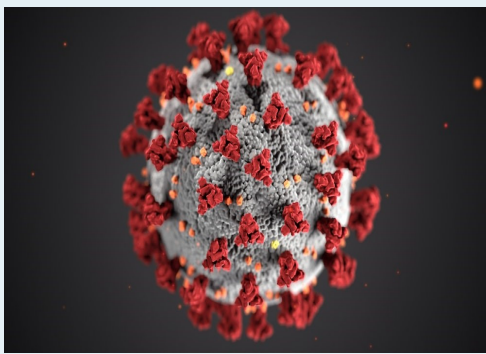
**20%** say there is a "negative stigma" on the issue

**77%**



have suffered with symptoms of negative mental health





## Seasonal COVID Boosters

You can have a seasonal booster dose (autumn booster) of the COVID-19 vaccine if you are:

- aged 50 or over
- pregnant
- aged 5 and over and at high risk from COVID-19 due to a health condition or a weakened immune system
- aged 5 and over and live with someone who has a weakened immune system
- aged 16 and over and a carer, either paid or unpaid
- living or working in a care home for older people
- a frontline health and social care worker

To get a seasonal booster (autumn booster) dose you can:

- book a COVID-19 vaccination appointment online for an appointment at a vaccination centre or pharmacy
- find a walk-in COVID-19 vaccination site to get vaccinated without needing an appointment

## Flu Clinics

Flu vaccination is available for patients within the following groups:

- children aged 2-3
- Patients over 65
- In at risk groups.
- Patients between 50 and 64, not in a risk group

We have limited numbers of vaccines left, please contact the practice as soon as possible to book an appointment as these will be used on a first come first served basis.

## Face To Face Appointments

We are offering face to face appointments at our sites, as well as online services, telephone appointments and video appointments.

You can book an appointment over the phone, through the online services, or by booking at one of our sites.

We ask patients attending the practice to please continue wearing face masks where possible as Covid-19 is still prevalent. Masks and hand gel are available at all entry points.

## Beware of Scams

Please beware of organisations/individuals contacting you claiming to be from the practice, on behalf of the practice, or saying that you have been referred from the practice, where they are trying to sell you a product or service.

Please do not to accept calls or trials of products from anyone who you have not been explicitly referred to. If in any doubt please end the contact and then contact us.





## Dry January

Dry January supports people across the country to *change their relationship with alcohol* through stopping drinking for one month using Alcohol Change UK's tools and resources. You can use Dry January to help your community to become *healthier and happier*.

Dry January can be used as a low-cost, high-impact public health campaign in your area, or as part of an alcohol harm reduction strategy.

We work with organisations which serve their community to deliver Dry January locally. These could be GP surgeries, housing associations, local authorities, local health boards, pharmacies, local charities, faith groups or any other local organisation.



**Bid Booze  
Goodbye,  
Keep  
January Dry**



**Sign up to the challenge at  
[WWW.DRYJANUARY.ORG.UK](http://WWW.DRYJANUARY.ORG.UK)**

## Warm and Well winter campaign

The Warm and Well winter campaign has been launched to support people in Norfolk and Waveney to keep warm and well over the winter months. The campaign aims to help local people understand the actions they can take to stay warm and well and manage their own health and wellbeing to help reduce the pressure on health and care services.

The “Warm and Well” campaign supports the following core themes linked to keeping well over the winter period:

**Prevention:** steps people can take to be prepared for winter and help prevent health problems from developing and getting worse.

**Choosing the right health service.** Reduce pressure on A&E by encouraging people to visit/use other health resources (MIU, WIC, pharmacy, 111, GPs).

**Vaccinations.** Encourage people to have the flu vaccine and COVID-19 booster.

**Hardship support.** Improve awareness and uptake of hardship support and services available.

**Mental health.** Support people to care for their mental health and signposting to available resources.

**Winter wellbeing**—self-care advice, and social support.

Find out more information at :

<https://www.ageuk.org.uk/lambeth/get-involved/aukl-campaigns/warm-and-well/>



The logo for PurpleSpace, featuring the word "PurpleSpace" in a purple serif font, enclosed within a purple rectangular border that has a small gap at the top left.

PurpleSpace



## #PurpleLightUp

**#PurpleLightUp is a global movement that celebrates and draws attention to the economic contribution of the 386 million disabled employees around the world.**

PurpleSpace leads this movement, our mark of respect to the UN International Day of Persons with Disabilities (IDPD) held annually on 3rd December.

Since 2017, #PurpleLightUp has been driving momentum for disability inclusion across hundreds of organisations, reaching thousands of employees in different ways. This includes lighting up iconic buildings in purple, holding events, developing workplace policies for disabled employees and sparking conversations about disability inclusion worldwide.

### **#PurpleLightUp offers the chance for:**

- **Employers** to showcase the economic contribution of disabled employees to economies across the world and their dedication to driving the disability inclusion agenda.
- **Network / employee resource group leaders** to demonstrate the return on employer investment into well-resourced, well-led networks, sharing their organisation's strategic plans for the year ahead or celebrating their successes over the past year.
- **Allies and Champions** from every continent to share how they will contribute to the build of a better working world.

For information on how to get involved, please visit

<https://www.purplespace.org/purple-light-up/get-involved>

Please treat our staff  
with the same respect you  
would expect to receive.



**NO EXCUSE FOR ABUSE**

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.

## Social Media Patient Policy

There are many social media platforms that are widely used by both staff and patients; these can include Facebook, Twitter, YouTube and LinkedIn.

Vida Healthcare uses the following platforms:

- Twitter – @vidahealthcare
- Facebook page - @vidahealthcarenorfolk

These platforms are not suitable for the sharing of confidential information.

The Practice is not able to offer any medical advice or diagnoses via social media.

If you, a friend or family member are feeling unwell please call either the GP practice or NHS111 by dialling 111.

Other ways of contacting us are detailed in the contact us section of our website [www.vidahealthcare.nhs.uk](http://www.vidahealthcare.nhs.uk)

### **We would ask that patients note the following:**

- Patients are not permitted to disclose any patient-identifiable information about others.
- Patients must not post any material that is inaccurate, fraudulent, harassing, embarrassing, obscene, defamatory or unlawful.
- Patients are not permitted to take photographs in the waiting room or reception areas where other patients or staff are present.
- Patients must not post comments on social media that identify staff who work at the practice.
- Patients are able to use NHS Choices should they wish to leave a review about the Practice, where the practice is able to respond.
- Defamatory comments about our team are not to be shared on any social media platform.

### **Availability**

Our social media accounts are monitored during office hours: 09:00– 17:00, Monday – Friday, excluding public holidays.

From time to time, social media services may be unavailable, and we accept no responsibility for lack of service due to social media service downtime.

### **Complaints on social media**

We have a separate complaints policy should patients wish to make a complaint.

## Norfolk and Waveney Pharmacy Opening Times Christmas and New Year 2022/2023

<b>West Norfolk</b>	Christmas Day 25/12/22	Boxing Day 26/12/22	Bank Holiday 27/12/22	New Year's 01/01/23	Bank Holiday 02/01/23
Boots, 94-96 High Street, King's Lynn, PE30 1BL	Closed	09:00 To 17:00	09:00 To 17:00	Closed	10:00 To 16:00
Boots, Unit 4 Hardwick Ret. Park, Campbells Meadow, King's Lynn, PE30 4WP	Closed	09:00 To 17:00	09:00 To 17:00	10:00 To 16:00	Closed
Clock Pharmacy, 1 Gayton Road, Gaywood, King's Lynn, PE30 4EA	10:00 To 14:00	Closed	Closed	Closed	Closed
Lloyds Pharmacy, Hardwick Roundabout, Hardwick Indus- trial Est., King's Lynn, PE30 4LR	Closed	Closed	Closed	10:00 To 16:00	Closed
Willows Pharmacy, Downham Market Health Ctr., Paradise Road, Downham Market, PE38 9JE	12:00 To 16:00	Closed	Closed	Closed	Closed

**The above information was correct at time of publication.**

**Please visit [www.nhs.uk](http://www.nhs.uk) to check the availability of local pharmacies.  
Alternatively, if you do not have access to the internet please ask a relative  
or friend to check for you, or call NHS 111 (please note that NHS 111 are  
currently dealing with high volumes of calls).**



## **Hospital Waiting Times & Referrals**

Waiting times are at a high and many patients are waiting extended periods for treatment and consultation. This backlog in hospitals (secondary care) is due to the service disruption caused by the Covid-19 pandemic. This is because during this time procedures and referrals were delayed and cancelled. Patients also continue to be referred to the hospital. It will take a long time for this backlog to be cleared, we are sure that you will have seen or heard of this being reported in the media.

This website gives patients advice and support about waiting times and preparing for hospital consultation and treatment:

<https://www.myplannedcare.nhs.uk/>

Please do not call the Practice to ask about waiting times. Please use the resources above and below for the relevant hospital trust. This information can be found by looking at the hospital trust's website, as well as their contact details.

### **Cambridge University Hospital:**

<https://www.cuh.nhs.uk/contact-us/contact-enquiries/>

### **Norfolk & Norwich University Hospital:**

<https://www.nnuh.nhs.uk/>

### **Queen Elizabeth Hospital:**

<http://www.qehkl.nhs.uk/default.asp?s=main&p=main>

Only if your condition has significantly changed since your referral, and there has been specific advice to have your appointment expedited contact the Practice. You will need to speak with your GP in these cases.

# Sites



## **Carole Brown Health Centre**

St Nicholas Court, Church Lane, Dersingham, PE31 6GZ

Weekdays 08:00-18:30

Tel 01485 500139



## **The Hollies Surgery**

Paradise Road, Downham Market, Norfolk, PE38 9JE

Weekdays 08:30-18:00

Tel 01366 310301



## **Gayton Road Health Centre**

Gayton Road, King's Lynn, Norfolk, PE30 4DY

Weekdays 08:00-18:30

Tel 01553 600075



## **Hunstanton Medical Practice**

Valentine Road, Hunstanton, Norfolk, PE36 5DN.

Weekdays 08:00-18:30

Tel 01485 532859

Closed from 13:00 to 14:00 on Tuesdays and Thursdays.



## **St Augustine's Surgery**

Columbia Way, King's Lynn, Norfolk, PE30 2LB

Weekdays 08:00-17:30

Tel 01553 769614

Closed from 13:00-14:00 every day.



## **Fairstead Surgery**

Fairstead Estate, King's Lynn, Norfolk, PE30 4SR

Weekdays 08:00-18:30

Tel 01553 605740

\*Enhanced access appointments are available evenings and Saturdays at our sites (Gayton Road Health Centre, Carole Brown Health Centre and The Hollies Surgery) or at practices in the locality.