



# Practice Newsletter

Winter 2023

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# Surgery Opening Hours Over Christmas & New Year

All surgeries will be open as normal over the festive period unless listed below:

## All Sites

25th December - Closed

26th December - Closed

1st January - Closed

## 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**

### **Starters:**

Aimee Campbell - Diabetes Specialist Nurse  
Joanne Ord - Respiratory Specialist Nurse  
Katie Divers - Healthcare Assistant (Theatres)  
Tracey Creasey - Advanced Clinical Practitioner  
Trudy Hill - Healthcare Assistant

### **Leavers:**

Claire Mallett - Practice Nurse

## **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."

## **Vida Healthcare**

### **NHS Friends and Family Survey**

The friends and family survey is now available via an online form. You can find it by looking for our posters around the surgery. Alternatively there are paper copies available to fill in at reception.

#### **We would really appreciate your feedback!**

Your feedback gives us a great indication of how we are doing, and of anything that we can do to improve our services for you in the future. Let us know what kind of experience you have had at the surgery today.

### **National Patient Survey**

The annual results for the national patient survey are now published online. This survey is centrally run by MORI every year, with questionnaires being sent out to a random selection of our patients. The results are discussed within the practice and with PPG members. This year's results are not as good as we would have hoped but we will be working hard to address the areas identified.

To find the practice's results use the link below and when prompted type in our name.

<https://gp-patient.co.uk/>

# The ABC Team is changing its name to Vida Community Support Team

Some of you will already be familiar with our ABC team from contact in the practice or through home visits. They have been a valuable part of the practice for many years. We are now changing the name of the team so that it is easier to understand their role.

They have a special interest in the care and support of the patient population who are vulnerable, have memory concerns or need support on a day-to-day basis. The team aim to sign post in the appropriate direction and liaise with other care providers.

You may be referred to this team or receive contact and offers of support from them.

## Online Consultation (PATCHS)

Our new online consultation service, PATCHS seems to be growing in popularity, we now have well over 2000 patients using it on a regular basis. However, there are many more of you that haven't signed up yet. If you haven't signed up yet, then please have a look and see if it appeals to you and can save you time and effort when trying to contact us.

*This will apply to all sites except The Hollies for more information see article further in this newsletter.*

## 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>

## The following pharmacies will be open on Christmas Day 2023:

Pharmacy Name	Town	Postcode	Contact No.	Opening Hours
Lime Pharmacy	Thetford	IP24 2HY	01842 762913	12pm - 4pm
The Clock Pharmacy	King's Lynn	PE30 4EA	01553 774716	10am - 2pm
Dereham Pharmacy	Dereham	NR19 1AE	01362 692080	12pm - 4pm
Fakenham Pharmacy	Fakenham	NR21 8SY	01328 850301	2pm - 6pm
Church St Pharmacy	Cromer	NR27 9HH	01263 512171	2pm - 6pm
North Walsham Pharmacy	North Walsham	NR28 0BQ	01692 400921	9am - 1pm
St Stephens Gate Pharmacy	Norwich	NR2 2TJ	01603 618936	10am - 2pm
Hunts Pharmacy	Norwich	NR1 4AB	01603 433654	2pm - 6pm
Beccles Health Centre	Beccles	NR34 9NQ	01502 717278	10am - 2pm
Greyfriars Pharmacy	Great Yarmouth	NR30 2QE	01493 850551	12pm - 4pm

On Boxing Day and New Years Day the pharmacies below will be open for the hours listed:

### Tues 26 December – Boxing Day

Pharmacy Name	Town	Postcode	Contact No.	Opening Hours
Lime Pharmacy	Thetford	IP24 2HY	01842 762913	12pm - 4pm
The Clock Pharmacy	King's Lynn	PE30 4EA	01553 774716	10am - 2pm
Dereham Pharmacy	Dereham	NR19 1AE	01362 692080	10am - 2pm
Fakenham Pharmacy	Fakenham	NR21 8SY	01328 850301	12pm - 4pm
David Jagger	Wells next the Sea	NR23 1AG	01328 710239	2pm - 6pm
North Walsham Pharmacy	North Walsham	NR28 0BQ	01692 400921	2pm - 6pm
Allied Pharmacy Earlham West	Norwich	NR5 8AD	01603 451318	10am - 2pm
Hunts Pharmacy	Norwich	NR1 4AB	01603 433654	2pm - 6pm
Beccles Health Centre	Beccles	NR34 9NQ	01502 717278	9am - 1pm
Greyfriars Pharmacy	Great Yarmouth	NR30 2QE	01493 850551	12pm - 4pm

### Monday 1 January – New Years Day

Pharmacy Name	Town	Postcode	Contact No.	Opening Hours
Lime Pharmacy	Thetford	IP24 2HY	01842 762913	12pm - 4pm
The Clock Pharmacy	King's Lynn	PE30 4EA	01553 774716	10am - 2pm
Dereham Pharmacy	Dereham	NR19 1AE	01362 692080	10am - 2pm
Fakenham Pharmacy	Fakenham	NR21 8SY	01328 850301	9am - 1pm
David Jagger	Wells next the Sea	NR23 1AG	01328 710239	8am - 12pm
North Walsham Pharmacy	North Walsham	NR28 0BQ	01692 400921	2pm - 6pm
St Stephens Gate Pharmacy	Norwich	NR2 2TJ	01603 618936	9am - 1pm
Hunts Pharmacy	Norwich	NR1 4AB	01603 433654	2pm - 6pm
Beccles Health Centre	Beccles	NR34 9NQ	01502 717278	9am - 1pm
Greyfriars Pharmacy	Great Yarmouth	NR30 2QE	01493 850551	2pm - 6pm

However, there will be other pharmacies that are also voluntarily choosing to be open over Boxing Day and New Years Day. To find other pharmacies open near you visit [www.nhs.uk/find-a-pharmacy](http://www.nhs.uk/find-a-pharmacy).

# The Hollies - Online Consultation Change

The Hollies Surgery will no longer be using AskmyGP for online services in the new year and will be moving to a new service called Patient Triage by Accurx.

Patient Triage can be used to submit medical queries and administration requests to The Hollies for yourself or on behalf of someone you care for.

Patient Triage can be accessed directly or via the NHS App.

Please note that Patient Triage should never be used in an emergency. If your medical query is urgent then contact '111' or for a medical emergency contact, '999'

*Patient Triage will only be available to patients at The Hollies Surgery. All other sites should continue to use PATCHs. See website for more details.*

## WE WANT TO HEAR OLDER PEOPLE'S VIEWS ON HOW WELL SOCIAL SERVICES LISTEN TO THEM

**healthwatch**  
Norfolk

Healthwatch Norfolk are working with Norfolk County Council's Adult Social Services to understand older people and their carer's experiences of social services



### WHO DO WE NEED TO TALK TO?

People who:

- Are 65 or older, or
- Look after someone who is 65 or older
- Have had contact with Adult Social Services in the past 18 months

This would apply to you if you have:

- Support to live in a residential or nursing home
- Care in your own home (domiciliary care)
- Help to make your home safe and comfortable to return to after hospital
- Reablement support (including Norfolk First Support)
- Visited Day Centres
- Received welfare or money advice from Norfolk County Council
- Assistive technology to help you live independently
- Used a service to help you to communicate with Norfolk County Council such as POHWER advocacy services, Age UK welfare advice, or Citizen's Advice

If you would like to do a telephone interview with us, please contact

John Spall, Research and Projects Manager:

Tel: 0808 168 9669

Email: [John.spall@healthwatchnorfolk.co.uk](mailto:John.spall@healthwatchnorfolk.co.uk)

We will be interviewing people from 20th October - 15th December 2023



# We're listening to your feedback

You've been giving us feedback on your care and treatment. You told us:

Oct 2023

- \* you want to be able to make GP face to face appointments
- \* you reported it took too long to get through on the telephone
- \* you reported that you were unable to submit online requests in out of hours periods
- \* you wanted the waiting area to be more welcoming
- \* you identified for thanks practice staff members who had given you excellent service



## We're listening and this is what we're doing:

- \* We are monitoring call waiting times and these are continuing to improve, we try to alert patients and keep you updated with any known problems via the website and social media
- \* We have been increasing the capacity for online queries and spreading them across 24 hours
- \* We have re-decorated the waiting area
- \* We are offering more face to face appointments with GPs
- \* We strive to provide excellent care, all the staff you have mentioned by name have been thanked.



Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.



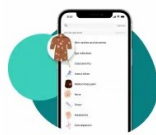
Livi is perfect for those times when you can't get to the surgery, or need to book a GP appointment quickly. We're open 7 days a week, including evenings and weekends, with appointments available the same day. You can also book a GP appointment up to 3 days ahead. With Livi on your mobile you can see a doctor from wherever you are – at home, work or on the go!



Download the Livi app



Register and select your GP surgery



Book an appointment at a time that suits you

## Who's most at risk from cold weather?

- Some people are more vulnerable to the effects of cold weather. This includes:
- People aged 65 and older
- Babies and children under the age of 5
- People on a low income (so cannot afford heating)
- People who have a long-term health condition
- People with a disability
- Pregnant women
- People who have a mental health condition



## Get advice if you feel unwell

If you're 65 or over, or in one of the other at-risk groups, it's important to get medical help as soon as you feel unwell.

You can get help and advice from:

- A pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- Your GP – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to
- NHS 111 – go to [111.nhs.uk](https://111.nhs.uk) or call 111 if you have an urgent medical problem and you are not sure what to do

The sooner you get advice, the sooner you're likely to get better.

In an emergency, go to A&E immediately or call 999.

## Keep warm and get help with heating

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.

Check your heating and cooking appliances are safe. Contact a Gas Safe registered engineer to make sure they're working properly. You can find an engineer from the Gas Safe Register website.

Make sure your home is fire safe. For fire safety advice specific to you and your home, visit the online home fire safety check website to complete a safety check for your home.

Make sure you're getting all the help that you're entitled to. There are grants, benefits and advice available to make your home more energy efficient, improve your heating or help with bills.

Find out more about ways to save energy in your home from GOV.UK, or call the government helpline on 0800 444 202.

You can also find out more from GOV.UK about benefits and financial support if you're on a low income.



**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.



## We Are Recruiting

*Vida Healthcare is one of Norfolk's largest and most successful GP Practices covering King's Lynn, Downham Market, Dersingham and Hunstanton and we need you to help us continue to provide our top-quality service to*

We have a variety of roles available, starting from £11.01 an

### **Benefits include:**

- NHS Pension Scheme
- Flexible working pattern
- Fun, friendly working environment
- Work within the local area
- Structured training programmes (role dependant)

**Apply Today!**



<https://tinyurl.com/VIDACAREER>

For enquiries or applications please email [nwicb.Vida-Recruitment@nhs.net](mailto:nwicb.Vida-Recruitment@nhs.net)



# DRY JANUARY®

Dry January® is the UK's one-month alcohol-free challenge run by Alcohol Change UK. Every year, tens of thousands of people across the UK go alcohol-free for 31 days, using the tools and resources provided by them.

An alcohol-free month has lots of benefits. A month off alcohol can lower blood pressure and cholesterol, and help you sleep better, lose weight, and save money. More importantly, evidence shows that people who do Dry January® with support from Alcohol Change UK are still drinking more healthily and report higher levels of wellbeing six months later.

Dry January® is for anyone who feels like they're drinking a bit too much, too often or just feels like they could do with some time off from alcohol. It's particularly effective for increasing risk and high risk drinkers.

Lower risk, increasing risk, and high risk drinking:

- Lower risk drinking is not regularly consuming more than 14 units per week
- Increasing risk drinking is regularly drinking 15 to 34 units a week for women, or 15 to 49 a week for men
- High-risk drinking is anything above that level

For more information on the Dry January® challenge please visit the Alcohol Change UK website at <https://www.alcoholchange.org.uk/>



**200,000**

children in England live with an alcohol dependent parent



**£3.5 BILLION**

is the cost of alcohol to the NHS each year in England alone



**167,000**

working years were lost to alcohol in 2015



Joined-up domestic abuse support  
in Norfolk.

# Domestic abuse can happen to anyone.

**1 in 4 LGBTQ+ people will experience domestic abuse.**

Regardless of Gender or Sexuality, NIDAS wants to ensure that everyone has a voice and has easy access to support.

Our specialist LGBTQ+ IDVA is available to support anyone that is experiencing domestic abuse from the LGBTQ+ community, every step of the way.

## **Opening hours:**

**Weekdays: 9am – 6:30pm**

**Weekends: 9am – 3pm**

**Visit: [www.nidasnorfolk.co.uk](http://www.nidasnorfolk.co.uk)**

**Call: 0300 561 0555**

**Out of hours: 0808 2000 247**

**If you're in immediate danger,  
always call 999.**





# 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.