



Practice Newsletter

Summer 2023

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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:

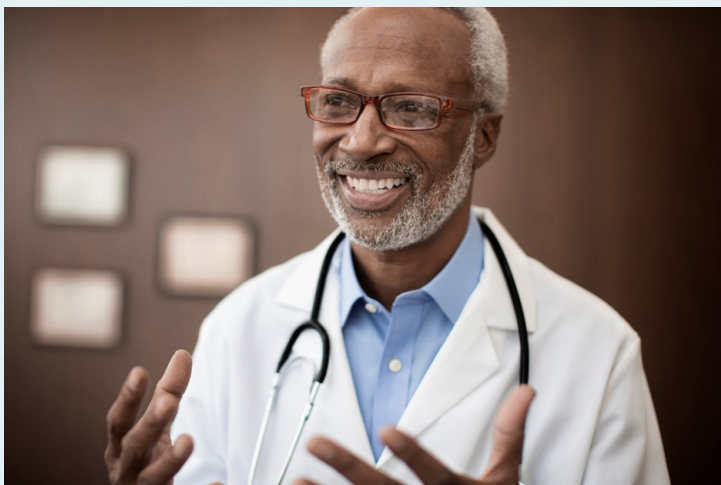
- Advising the practice on the patient perspective – a critical friend
- Organising or assisting with health promotion events and helping to share health related messages and understanding of services
- Communicating with the wider patient population
- Carrying out research (survey) into the views of 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

Starters:

Dr Sujani Thekkiam Muraldharan - GP Registrar

Ruth Wix - Triage Practitioner

Sara Burr - Dermatology Specialist Nurse

Kim Tinkler - Healthcare Assistant

Leanne Evans - Healthcare Assistant

Leavers:

Beth Rodwell - Healthcare Assistant

Pat Kirton - Treatment Room/Respiratory Nurse

Sallee Ford - Triage

Kristy Jezeph - Healthcare Assistant

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 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://patches.ai/practice/vidahealthcare>



Carers Identity Passport

Unpaid Carers have told us that they wish to be identified as Carers, in a healthcare setting. In order to help support this, Carers Voice have co-produced a Carers Identity Passport, to ensure Carers are recognised and can get the help and support they require. The Carers Identity Passport is for all age Carers, including Young Carers and Parent Carers in Norfolk and Waveney.

You can request either a digital and/or physical Carers Identity Passport. The digital version is an image you can download on to your phone, whereas the physical Carers Identity Passport takes the form of a card and lanyard that can be worn.

For more information, or to apply for a carers passport please visit the link below:

<https://www.carersvoice.org/carers-identity-passport/>



For information on support for young carers and families you can find lots of information at the below site or if you have any worries or questions about being a young carer you can call 0800 083 1148.

<https://www.youngcarersmatternorfolk.org/>

Vida Healthcare - Flu Clinics

Our Flu Clinics run from 08:00 to 12:30 on the following days:

Carole Brown Health Centre

- September 23rd
- October 14th

The Hollies Surgery

- September 23rd
- October 14th

Gayton Road Health Centre

- September 30th
- October 7th

Hunstanton Medical Practice

- September 30th
- October 7th

If you are eligible for a flu jab, you can contact us on 01553 605301





BT Relay

BT Relay is a helpful app providing free services for those who are deaf, hard of hearing or speech impaired. The app allows users to enter text onto their device which is then sent to the Relay operator who will then communicate through speech with the person on the other end of the phone, the speech from the other person is then told to the Relay operator who will put the response into text and send it back to the app user.

The app can be downloaded from the App store, Google Play or the Microsoft Store. The service is free and only charges your standard rate call as normal.

The service is regulated, confidential, and complies with GDPR.





Staying safe in the sun

- Spend time in the shade between 11am and 3pm
- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use at least factor 30 sunscreen
- Use water-resistant sunscreen if it's likely you'll sweat or have contact with water
- Remember water washes sunscreen off, and the cooling effect of the water can make you think you're not getting burned.
- Avoid excess alcohol
- Avoid extreme exercise
- if you're inside on a very hot day, close curtains, close windows if it's hotter outside than in your home and turn off electrical equipment and lights that get hot

Dealing with sunburn

- Sponge sore skin with cool water, then apply soothing aftersun cream or spray, like aloe vera.
- Painkillers, such as paracetamol or ibuprofen, will ease the pain by helping to reduce inflammation caused by sunburn.
- Stay out of the sun until all signs of redness have gone.
- Seek medical help if you feel unwell or the skin swells badly or blisters.

Symptoms of heat exhaustion:



A headache



Dizziness or confusion



**Loss of appetite
and feeling sick**



**Excessive
sweating**

For more advice on staying safe in the heat please visit the two links below:

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

<https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/>

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!



SCAN ME

<https://tinyurl.com/VIDACAREER>

For enquiries or applications please email nwicb.Vida-Recruitment@nhs.net

Trussell Trust Time of Tea fundraising campaign

Because of the current cost of the living crisis more people are turning to food banks to help to feed their families. In turn the food banks need more money and food to meet the higher demand.

The Hollies decided to participate in the Trussell Trust Time of Tea fundraising campaign.

Staff bought in various snacks and cakes and these were put out for all staff in the whole medical centre to buy for a donation. At the same time a box was put out for food donations.





World Suicide Prevention Day

Creating Hope Through Action

September 10



The theme for World Suicide Prevention Day 2023 is “Creating Hope Through Action.” On September 10, join together with thousands of other people from across the globe to raise awareness and prevent suicide.

Our message is clear – we’re asking you to help us create hope through action, by reflecting on how you can support someone in your life who may be experiencing suicidal thoughts or at risk of suicide. Encouraging understanding and sharing experiences creates a society where people have the confidence to take action, building hope for the future.

Suicide is the single biggest killer of men under the age of 45 in the country, but suicides among teenage girls and young women have almost doubled in recent years.

Many people struggle to cope at one point or another in their lives. Reaching out to someone could help them know that someone cares, that they are valued, and help them access the support they need.

Who to contact:

In case of emergency where someone’s life is at risk or you do not feel you can keep yourself or someone else safe you should always call 999. A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone’s time.

If you need help urgently, but it’s not an emergency or you’re not sure what to do then call 111.

If you need to talk at any time of day or night you can call the Samaritans for confidential support from trained volunteers. You can talk about anything that’s troubling you, no matter how difficult. Call 116 123.

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.