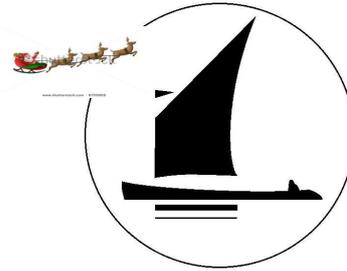


Hoveton & Wroxham Medical Practice Newsletter



Winter 2016



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Phlebotomy chair donation—Thank you Wroxham and Hoveton Lions



Patients have been delighted by the ease and comfort our new phlebotomy chair has been able to offer them during blood tests.

As the new chair was going to cost nearly a £1000 we approached the Wroxham & Hoveton Lions Club to see if they would be willing to provide a donation towards the cost. Much to our surprise the Lions generously offered to cover the whole cost, as they felt it was worthwhile to the local community.

Not only is the chair more comfortable for patients having their blood taken and more accessible for our less able bodied patients, but it is clinically safer than taking blood either in a normal chair or laying on a couch.

Seen here is Wroxham and Hoveton Lion's President, Mr Terry Vout trying our new purchase out for size.

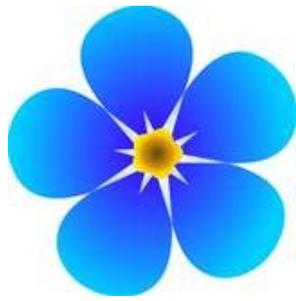
Thank you Wroxham and Hoveton Lions Club for your very generous donation.

Christmas and New Year holiday arrangements

We shall be closed from, 6pm on Friday 23rd December and re-open at 8.30am on Wednesday 28th December, we then close on 6.00pm Friday 30th and re-open on Tuesday 3rd January at 8.30am.

For urgent care during the festive season call 111 or visit the Norwich Walk in Centre, Rouen Road, Norwich open daily 8am-8pm over the Christmas period—contact 01063 677500.

We look forward to seeing the children of St Johns Community Primary school for carols at 9.30am on 15th December—if you would like the pupils to visit you at home, or have a loved one who is lonely, please call Ann Roberts at the school on 01603 782520.



Introducing our Dementia Champions

Two of our team were able to attend specialist training to become dementia champions recently.

Receptionist **Chelsea Farrar** and HCA, **Sharon Wright** thoroughly enjoyed the very educational day and have returned to the surgery with a huge amount of ideas from the day.

One of the first things they have done is meet with our carers group, who look after loved ones who have Alzheimers and Dementia

and listened to their needs, they hope to attend the meetings as regularly as possible.

In addition to this we have looked at the signage in the surgery, it's a very big building and even patients that do not suffer from memory problems have difficulty navigating sometimes.

We have on order some orientation signs and clearly written signs that will assist a wide range of patients to feel more comfortable whilst with us. There will

also be pictorial signs for the patient toilets.

The dementia champion's next project will be to make some directories for the waiting areas regarding services and groups for people with memory problems and their carers,

Chelsea and Sharon will continue to update themselves and would be happy to hear any thoughts you have too.

Norfolk Deaf Association Bus

We are delighted that Norfolk Deaf Association (NDA) have added our carpark to the list of their venues and will be with us for the first time on **10th January between 1-3pm.**

The NDA staff are able to help with the supply of NHS hearing aid batteries, re-tubing and

general help and advice to any hearing impaired person.

There is no need to book an appointment, it is a drop in service and the team plan to come to us on a regular basis, throughout the next year,

Unfortunately they are unable to support privately purchased

hearing aids but, are still able to offer advice regarding other matters relating to hearing loss.



Staff Changes

Following the departure of Hayley and Caroline from our reception team, we will be joined, in December, by two new faces, **Becky Revell** joins us as a receptionist and

Samantha Buckley joins us as Senior Administrator in the Reception and Dispensary areas.

We are looking forward to seeing **Dr Jennie White** returning in January from her maternity leave to complete her GP training with us.

We have also been joined by **Chloe Stonebridge** and **Amy Fiske** in Dispensary, Chloe is a dispensary clerk and Amy is a full qualified dispenser.

Since the last newsletter we have also been joined by **Dr David Tesh** who is a GP registrar, this means that Dr Tesh is a fully qualified doctor, but is with us to train how to be a GP. We have also said goodbye to **Dr Georgina Workman**, who has completed her GP training.

Disability Audit

Following findings from our Patient Participation Group disability audit; Sharon and Chelsea's feedback from the Dementia champion training and Chris, our Data Lead attending a readability workshop we are making a few changes to the surgery.

As mentioned earlier we are updating the signage in reception. In addition to this in reception we are naming the

coloured chair areas, so when patients book in they will be told to sit, for instance, on the green chairs in zone 2. This will help our patients who suffer from colour blindness.

Our thanks goes to Mrs Anne Slater for her generous donation of £200 towards the cost of the new signage.

We also want to make the parking nearest the surgery 'priority parking'. We have a

lot of patients that are temporarily disabled that would benefit from parking nearer the building, and currently don't feel able to do so.

Additionally the walk from the car park is quite long if you are unwell or disabled, so we are in consultation with our landlords with a view to putting a rail along the edge of the walk way with some resting points.

Data protection

We do have to be so careful with patient contact and following some new guidance we have had to look at how we leave messages.

The fact that, as doctor's surgery we are trying to contact you is deemed as sensitive and I am sure you can all imagine

situations where us phoning may lead to unwanted questions. Of course a great deal of the time we are phoning about something that a family member is aware of and it can appear a bit pedantic that we have to say it is a personal call, especially if you have guessed it is us! However, we

hope you can appreciate that we have to protect the patient we are trying to contact.

We are using patient's personal mobiles (so please update us if you have changed number) whenever possible as we can leave a message or we will write directly to the patient if we have been unsuccessful.

Disposal of ostomy supplies

A patient has made us aware of a problem locally regarding drains being blocked by catheter and ostomy supplies supplies that are being disposed of by being flushed down the lavatory.

We have contacted Anglia Water who have confirmed this is the case—I declined their offer

of pictorial evidence! If you are an ostomy bag user then it is the waste that needs to be flushed down the toilet from inside the bag, and not the bag itself.

The bag and tubing itself need to go into the waste bin, often the ostomy supplier will provide the bags for this purpose.

We will be sharing this message with local care homes and our district nursing team



