

Welcome to the sixteenth edition of the Patient Newsletter. Each month we hope to include an article by a member of the Patient Reference Group. This month's article was written by Roy Seeman.

Living in Mundesley

How lucky we are to be living in Mundesley. I retired in 1998 and because we had relatives living near here, we decided to move to Norfolk. In the village we have excellent shops: - Butchers, Post Office, Greengrocers, Café, Fresh Fish Stall, and an amazing Treasure Trove in the form of a Hardware Store etc.

But the icing on the cake is Mundesley Medical Centre. The professionalism which they all display, at any level is fantastic. They are dealing with people of ALL ages, many of them in the senior bracket, and they are content with helping all patients, they communicate amongst themselves, and always seem to have someone with specialist knowledge which they can call upon. Recently I needed their help, and within less than 24 hours of speaking to Dr. Kemp, I had a phone call from the hospital, arranging an appointment with Dr Tighe at the Norfolk & Norwich Hospital. Again, he and his team were superb, and after a series of CT Scans, MRI Scans, Multiple Blood Tests, I was referred to Dr Rushbrook for further consultations, which was also extremely helpful.

The great thing, as far as I'm concerned, is that they all seem to talk to each other, and all work with the same purpose, and that is to make the patient as comfortable as possible. For some time I have been a member of the Patients Reference Group at the Surgery, and have been very impressed with the time and detail they employ to make the Surgery so efficient. All points brought to their notice receive the same degree of importance, and providing the suggestions are within their remit, and their budget restraints, they are considered and if approved, acted on immediately.

I am extremely grateful to all who look after us so well, and I trust I am expressing the views of the majority of people in Mundesley.

Staff Changes

Firstly we would like to congratulate Dispenser Carrie Wones (formerly Starling) and Receptionist Anna Kmiotek- Willson (formerly Kmiotek) on their recent marriages which both took place in July. We are pleased to welcome 2 new apprentices, Kiera Millward joining our Admin Team, and Luke Russell who will be joining our Dispensary Team in August. Unfortunately we are sad to say that Receptionist Sue will be leaving us in September but this has opened an opportunity for Apprentice Receptionist Charlotte to stay with us at the end of her apprenticeship. Therefore we are currently recruiting for a new Apprentice Receptionist.

Staff Development

Dispensers Carrie Wones and Jessica Wharton are working towards NVQ3 Customer Service and both were nominated by their tutor for two awards at the training provider Poultec, achievers event. Poultec has over 5,000 students studying for courses and both Jess and Carrie have impressed the tutor with their hard work and the level of customer service skills they have developed. They were nominated for a Customer Service Award and two of only nineteen students nominated from the 5,000 for the overall Apprenticeship Award. They received certificates for both nominations, which will be displayed in the dispensary. We are currently supporting six (three on apprenticeship schemes) members of staff to gain NVQ qualifications, one member of staff to gain an ILM management qualification and one to gain a foundation degree.



Did you know?

Did you know that during July over 3,000 patients had an appointment (either face to face or by telephone)? This is more than 140 patients a day!

The table below shows the amount of patients seen in July 2016-

Age	Male	Female
Under 12 months	8	14
1 to 4 years	22	13
5 to 16 years	28	51
17 to 25 years	58	120
26 to 35 years	29	122
36 to 45 years	74	106
46 to 55 years	144	189
56 to 65 years	207	280
66 to 79 years	533	515
80 years and over	242	282
	1345	1692

Flu Clinics

2000 flu vaccines for over 18's will hopefully be delivered to the practice in late September. All over 65s and those under 65's in at risk groups are entitled to a free flu jab. Again this year we are only sending invites (by e-mail or letter) to patients under 65 who are in an at risk group and those who have just turned 65 (or will do by 31st March 2017). Bookings for the flu clinics which are being held on Wednesday 21st September and Tuesday 4th October are available online (for registered online users) from the evening 26th August and in person or by phone from 1st September.

We actively contact all patients entitled to flu jabs but we do this after the initial clinics so that we are only having to contact those that we have not heard from or seen. If you do not want the flu jab this year (we are contracted to ask you every year) please either decline preferably online (for registered online users) or by phone or letter.



Nasal Flu Spray for Children

Under 18s in an at risk group and children aged 2,3 and 4 years are entitled to a nasal flu spray given here at the practice. School years one, two and three (and possibly other years) will be given the spray at school.

This is centrally supplied and we are not able to order until September so provisionally clinic dates have been set for the 11th and 25th October. Please contact at us after 1st October to book.

Hearing aid batteries

Due to the introduction of a number of NHS hearing aid providers, the Norfolk & Norwich University's Hospital is no longer providing GP Surgeries with hearing aid batteries. Replacement hearing aid batteries must be obtained elsewhere.

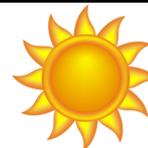


So for instance if Specsavers supplied your hearing aid you must contact them for your batteries. If your hearing aids are supplied by the Norfolk and Norwich University Hospital (or Cromer Hospital) batteries can be obtained from Audiology Reception by phoning 01603288918 or contacting the Norfolk Deaf Association on 01603404440.

We no longer supply hearing aid batteries here at the Mundesley Medical Centre.

Bank Holiday Opening Times

We will be closed on Monday 29th August for the Bank Holiday weekend. Please make sure you will not run out of medication during the holiday. You can do this by ordering your medication a day or two early. For treatment when the surgery is closed please call 111 for health information or advice. Your call will be referred to the emergency doctor as appropriate.



Efficient use of NHS Resources

We are trying to reduce the amount of paper letters that we send so ask that if you have an e-mail address and/or a mobile phone you agreed to let us contact you via this method.

Advance Notice : Mundesley Medical Centre will be closed Wednesday 19th October for staff training.