



Welcome to the third edition of the Patient Newsletter. In each issue we hope to include a short item by a member of the Patient Reference Group. This month's contributor is Mrs Pamela Finn.

Mrs Finn writes:

"Well done Cromer Hospital!"

I recently had to go to the Muriel Thomas Day Procedure Unit at Cromer hospital for a procedure. I was taken into the ward by one of the nurses and we chatted whilst he took my details and explained that my procedure would be late as Nurse Consultant Carrie Wingfield had been held up at the N&N by a late-arriving patient. One cup of coffee and a few pages later, Carrie arrived – full of apologies. I was asked to undress and put on two gowns – one the conventional way (rear opening); the other to cover my embarrassment! Throughout the op, Carrie was friendly and informative, explaining what she was doing as I watched her excise the offending lump and sew up the wound. The only painful part was when the painkiller was injected. The whole experience was fascinating and full of laughter and I cannot praise the staff enough."



Editorial comment:

How fortunate we are to have the facility of this hospital so close to home. Whilst the new building is streamlined and attractive with services available which mean we do not always have to travel to Norwich for consultations and treatments, most importantly it has retained its 'cottage hospital' atmosphere with helpful, caring staff.

Dr Maggio

We are pleased to announce that Dr Adam Maggio, who has been working here as a locum, will be joining the practice from the 1st June. He will be here on Tuesdays, Thursdays & Fridays. Dr Maggio qualified from Leicester University in 2005, completed his GP training locally at Brundall Medical Centre and has been working in Bradwell for the last 18 months.

MMR Vaccine

If you are under 25 and have not had 2 doses of the MMR vaccine you are at risk of contracting measles. Please contact reception to book your appointment for the vaccination.



Care Quality Commission (CQC) Building Work

If you have visited the medical centre lately you will have seen that as part of the refurbishment of the building, which will help us to comply with CQC requirements, a new reception desk has been installed. The refurbishment of all the clinical rooms will be starting in June and will last for around 3 months. This will be a difficult time for the staff as space will be limited and clinicians will be using different rooms whilst this is happening. We apologise for any inconvenience this may cause you.

Problems with attending medical appointments?

Dial a Medi-Ride is a volunteer car service which takes people to all types of medical appointments, including to the hospitals in Cromer, Great Yarmouth and Norwich. A volunteer will collect you from home and you pay them 42p a mile to cover the costs of the journey, including the mileage to and from the driver's home.

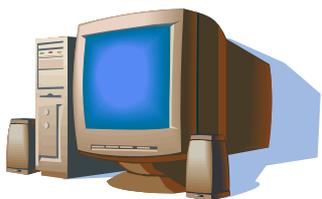
For more information either contact them on 01692 500840 or ask for a leaflet at Reception.

Online services

Patients can order repeat prescriptions, book and cancel appointments via :

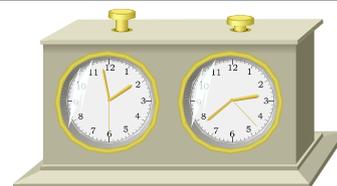
www.mundesleymedical.co.uk

For more information or to register for your unique username and password please contact Reception.



Did you know?

One problem = one appointment.



If you would like to speak to a clinician or doctor about more than one problem you can ask for a longer appointment.

Structure change to the NHS

On 1st April major changes took place in the NHS. These changes have an effect on who makes decisions about NHS services, how these services are commissioned, and the way money is spent. Some organisations such as primary care trusts (PCTs) and strategic health authorities (SHAs) have been abolished, and replaced by NHS England and local GP run clinical commissioning groups (CCGs). Local authorities have taken on a bigger role, assuming responsibility for budgets for public health. Mundesley Medical Centre is part of the North Norfolk Clinical Commissioning Group. The aims and structure of this organisation can be found at:

<http://www.northnorfolkccg.nhs.uk/>.

None of these changes will affect how you access NHS services in England but we hope that some services may be redesigned and improved.

Clinical Commissioning Group (CCG) public meeting

From April 2013 Governing Body meetings will be held in public every other month and will be a way to directly hear from the Governing Body members what is happening within healthcare in North Norfolk. The next meeting to take place is on the 18th of June 2013. For more information and dates for future meetings please go to <http://www.northnorfolkccg.nhs.uk/public-meeting>

May Bank Holiday Opening Times

We will be closed on Monday 27th May and Bank Holiday.

Please make sure you will not run out of medication over these days.

For emergency treatment while the surgery is closed, please phone 111.



ORDERING REPEAT PRESCRIPTIONS OVER THE BANK HOLIDAY

Medication requested on	Collection date
22nd May	24th May
23rd May	28th May
24th May	29th May

