

Welcome to the twenty-second edition of the Patient Newsletter. In each issue we include a main article, this time our Managing Partner, Linda Marquis has kindly written one.

### Smiley Charlotte takes home the top award from Poultec Training!

On Tuesday 17<sup>th</sup> July 2018, Charlotte Hall our General Assistant was presented with 2 awards by Poultec Training Limited at their annual awards ceremony. Nominations are made in 3 sections with the tutor, employer and the student all required to demonstrate why the student (from 3000 students) should even be nominated to attend the ceremony, let alone win an award.



Sophie McArdle, Charlotte's tutor said "I am absolutely delighted that Charlotte has won the prestigious Apprenticeship of the Year Award together with winning her category of Level 3 Business Administration. She has worked hard throughout her course and is a forward-thinking and pro-active member of the team at Mundesley Medical Practice; striving to improve and implement real changes to better the service provided to all users at the surgery. She is truly well-deserving of these awards."

Charlotte started at the practice as an Apprentice Receptionist nearly 3 years ago and on completion was offered a permanent job at the practice where she has continued to develop her skills across reception, administration and dispensary. Charlotte works closely with the management team helping to deliver projects and improvements both at the practice and across the whole of North Norfolk. These projects have included signposting patients to appropriate services, designing and developing patient information, ensuring that written material is easy to understand and working with the patient reference group to produce the practice newsletter.

Linda Marquis, Managing Partner said "Charlotte is respected and liked by her colleagues, patients and the wider CCG community. It is a pleasure to have seen Charlotte develop from a shy and unconfident young person to become a competent colleague in many areas who is always smiley and happy".

Charlotte said "I feel very proud of myself for winning both awards and incredibly happy. I can't stop smiling. It has helped me to see that all my hard work has not gone unnoticed and has paid off. I feel very grateful for all the support I received, especially from Linda Marquis, Managing Partner and Sophie McArdle my tutor".

Mundesley Medical Centre is developing an award winning team with Carol Manson, 2017 RCGP Nurse of the Year, Emma Blyth taking the customer service award at Poultec in 2017, Jessica Payne awarded the healthcare assistant award and the overall apprentice of the year award from Great Yarmouth College in 2015 and Carrie Wones and Jessica Wharton receiving nominations for awards in 2016. Dr Hallatt our Senior Partner said "it is an honour to have such a dedicated and caring team who are being publically recognised for the work they do".

By Linda Marquis

Did you know? NNPC have developed a 'Video Library' on their website which contains many useful and informative videos on different health and care information.

Please visit their website at: <http://videos.northnorfolkprimarycare.co.uk/>



## Appointment Changes

GP appointments will be changing from October 2018. Please see our leaflet for more information, you can get one of our 'Appointment Changes' leaflets from our reception or on our website at <http://mundesleymedical.co.uk/index.html>.



## Season Flu Vaccination for 2018-2019

You may have seen in the press earlier in the year that this year NHS England have asked us to provide different flu vaccinations depending on the age of the patient.

Under 18s who are eligible for immunisation will be given a live quadrivalent vaccine (which protects against 4 strains of flu), given as a nasal spray. For 2018 -19 this is for children aged 2 and 3, children in reception class and school years 1, 2, 3, 4 and 5 and children aged 2 to 17 years at risk of flu. As in previous years some of these will be administered at school.

If you are at risk of flu and aged between 18 and 64 you will be given a quadrivalent vaccine (QIV). We will contact you if you are eligible for this. There will be daily clinics from the end of September.

If you are aged over 65 (or will be by 30/03/2019) you will be given an adjuvanted trivalent vaccine (aTIV)(adjuvants work to boost our immune response to a vaccine and make it more effective and long-lasting). These are being provided by one supplier in batches to the whole country so the clinics for these will be on Tuesday 2nd October (am), Tuesday 23rd October (pm) and Wednesday 14th November (am).

NHS England have asked all healthcare providers including pharmacies to prioritised those over 75 for immunisations. If you are under 75 you may be asked to book a later clinic. NHS England informed us that you cannot choose which vaccine to have, this is dictated by your age. More information can be found at [www.nhs.uk](http://www.nhs.uk)

Bookings for over 75s and eligible under 65s are open at the practice by phone or in person from 3rd September. Over 65s will be able to book from 12th September and children will be contacted later in September, when vaccine delivery dates are confirmed for nasal spray. Bookings open online from 1st September but please make sure you book the correct clinic.



## Open Afternoon/Evening Thursday 20th September 3pm—7pm

Meet the practice team & chat to the doctors/nurses outside of a clinical environment. See the services we and other organisations provide. Learn about the new appointment system. Gather information from supporting services. Learn more about medication.

Raise money for Macmillan Cancer Support and a new ECG machine for the practice (donations for refreshments).



## Surgery Closure & Bank Holiday

We will be closed on Monday 27th August 2018 for the August bank holiday.

The surgery will be closed from 2pm - 3pm for staff training on the 3rd Thursday of each month (The next dates for this are: 16th August, 20th September, 18th October, 15th November & 20th December).

Please make sure you will not run out of medication during these dates and times.

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