



Welcome to the twenty-first edition of the Patient Newsletter. In each issue we include an article by a member of the Patient Reference Group. This month's article was kindly written by Wendy Fredericks.

All Saints' Community Rooms, Cromer Road, Mundesley

On the first Friday of each month at 12 noon the Community Soup and Puds happen. This is a great lunch for only a fiver! A great way to come and meet people and enjoy homemade food.



Baby and Toddler Cafe happens on the 2nd and 4th Friday mornings 9.30 - 11.30am. Here there are lots of play and craft activities keeping the little ones busy whilst parents and carers have time to meet and support one another. Refreshments are provided for everyone.

Once a month on the third Friday 10-11:30am we have The Open Door Café. Tables will be decorated with cakes and cups waiting for you to join in the fun. A lavish array of cakes and conversation takes place alongside activities and crafts at each table.

This new Dementia inclusive café has been set up because we recognised a need in the local community especially amongst the elderly and those struggling to care for their loved ones particularly those suffering from dementia. This year we are hoping include a bit of armchair yoga, a singalong or even the odd furry guest! On the very first morning (Friday 19th January) we were delighted to have Norman Lamb MP come along and open the café. He was busy chatting to everyone however we were pleased that he managed to sample the cakes too! We only ask for donations for refreshments and we are grateful to local businesses and individuals who have given generously to make this happen.

Cafe church is on the first Sunday of the month at 10:45am all welcome and Praise and Worship evenings are held on the 4th Friday of the month at 8pm. In addition to this there are many fantastic classes and activities such as; Pilates, Zumba, Yoga, WI etc going on throughout the week. Please keep an eye on our notice board on the front wall of the building to keep you up to date.

We would love to see you at All Saints' Community Rooms.
By Wendy Fredericks.



Surgery Closure:

The surgery will be closed on Friday 30th March and Monday 2nd April for the Easter Bank Holiday weekend.

We will also be closed on Monday 7th May & Monday 28th May for bank holidays. As well as Wednesday 16th May for staff training.

Starting in March 2018 the surgery will be closed from 2pm - 3pm for staff training on the 3rd Thursday of each month (The next dates for this are: 15th March, 19th April, 17th May and 21st June).

Please make sure you will not run out of medication during the holiday and for emergency treatment while the surgery is closed, please phone 111.

Did you know? Our Dispensary team dispensed over 6000 items every month!

Flu vaccinations:



Did you know you can still have your flu vaccination if you are over 65 or pregnant or in an 'at risk group'. Vaccines are only available till Thursday 29th March 2018, so book in before stocks run out. Please contact us on 01263 724500 to book or decline.

Doctor Updates:



As you may already be aware there have recently been some changes in the Practice. In November 2017, Dr Daryl Freeman left to take up a new role with NCHC (Norfolk Community Health Council) as Associate Director of Primary Care/GP in Older People's Medicine. Whilst we were sorry to lose Dr Freeman we fully supported her decision and wished her every success in her new role with a staff night of bowling and a "thank-you" cake.

If you were registered with Dr Freeman you will now be registered with either **Dr Kemp** (if your surname starts with A-G) or **Dr Hallatt** (if your surname starts with H-Z).

Text messages:



We have changed to a new text message system called 'MJOG'. This allows you to reply to some of our text messages. With this new system you will receive a confirmation text message a week before your appointment and then a reminder the day before.

We would encourage anyone who is not signed up to text messaging to do so that you can receive reminders about appointments and cancel them with a one word text.

Staff updates:



In January, Health Care Assistant Lucy started her maternity leave and Carrie, our Dispenser, returned from her maternity leave.

A welcome to Rhianna and Bobbie as new members of our reception team, replacing Anna and Jane, and Jocelyn and Leon who have joined our Administration team.

Giving a reason for your appointment:



If you have contacted us to make an appointment recently, you may have noticed that our reception team are now asking for a brief description of the reason.

Please be assured that staff in our reception team are not doing this to be nosy or to be rude. They are asking so that they can direct you to the most appropriate clinician or service and ensure that you get a timely appointment.

For those of you who like technical terms, this is sometimes referred to as "Signposting" or "Care Navigation".

Our reception team have been specially trained and are able, following instructions and guidance from the GPs, to assess whether your need to be seen is urgent or routine. They will also ensure that you are given sufficient time with a relevant clinician to meet your needs and enables the clinician prepare in advanced for your appointment.