

Welcome to the nineteenth edition of the Patient Newsletter. Each issue we include an article by a member of the Patient Reference Group. This month's article was kindly written by one of our patients Patricia Dawson.

### North Norfolk Older Peoples Forum



I have recently become the Mundesley PPG'S representative on the North Norfolk Older People's Forum. This is a group that meets at Cromer, and is all about representing our older people, putting forward their views, opinions and concerns on a variety of topics. We hope to involve many more people by holding public meetings, to get people talking about what is important to them. From these, we will try to influence current local issues in a variety of ways. We also act in a consultative way.

It covers the coastal area from Potter Heigham to Wells, and also includes some inland market towns i.e. the same area as NNDC. It has been found that, in semi-rural districts, a recurrent problem is loneliness and isolation.

One of the new schemes is designed to try and combat the loneliness of older people. With help from the Eastern counties representative, perhaps WE could start one in Mundesley and district.

#### **Forming a meeting up group-**

- Firstly the recruitment of a number of volunteer hosts is needed.

People who are willing to have a group of older people meeting in their home.

e.g. one afternoon per month.

Be able to provide comfortable surroundings, easy access for the disabled, and toilet facilities.

Have refreshment facilities available.

- Secondly, a number of drivers available, for transporting those without transport.
- Thirdly, one or two local organiser(s).
- Fourthly, a list of the older people who would like to join the group (or groups)!

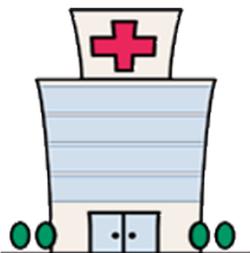
Anyone who would be interested in helping to form such a meeting-up group should contact me, initially: Pat Dawson, Tel: 01263 721281 and/or email: [patelpat17@gmail.com](mailto:patelpat17@gmail.com)

### **Practice News**



The Practice will be having some changes in the Partnership during the next 18 months. Dr Daryl Freeman will be leaving us in November to take up a new role with NCHC as Associate Director of Primary Care/GP in Older People's Medicine and Dr Catherine Ashworth has decided to return to full time study (MSc in Remote & Global Healthcare) in 2018 and will be leaving us in June 2018. We are currently reviewing the needs of the Practice and will be recruiting as appropriate.

Whilst we are sad that we are losing Dr Freeman and Dr Ashworth we are supportive of their decisions and wish them every success. Dr Freeman and Dr Ashworth will be continue to be fully involved in the decision making at the practice and seeing patients until they move onto their new challenges.



## Have you been to the hospital?

There have been some changes to the tasks that hospitals must deal with. A fit note can be given to a patient by the hospital after surgery for as long as needed i.e. for 2 months due to recovery of major surgery. So there is no need to see a GP or have an appointment for this.

Hospitals also have to respond to any patient queries for matters relating to their care rather than asking the patient to contact their GP. Such as queries regarding hospital test results, treatment and investigations, administrative issues regarding follow up, or delays in appointments. So again you should contact the hospital first. If your consultant is unavailable there should be cover in place. The GP will not be able to help.



Hospitals also must not transfer management under shared care unless with prior agreement with the GP. GPs should not therefore be asked to prescribe specialist medications by virtue of a hospital letter or instruction alone.

Clinic letters from the hospital should be received by the GP within 10 days from 1 April 2017, and within seven days from 1 April 2018. It is hoped that this will significantly reduce wasted appointments when patients specifically arrange to see a GP following an outpatient clinic appointment.

Hospitals will now also issue medication following hospital attendance at least in sufficient time to meet the patient's immediate clinical needs until their GP receives the relevant clinic letter and can prescribe accordingly. This will help to reduce patients turning up at a GP surgery after a hospital appointment for an outpatient initiated prescription.

## Signposting



Back in March of this year a group of Receptionist from all over North Norfolk, who all work in General Practice were invited to attend 'The Signposting Workshop'. This project was created and led by our very own Dr Kemp and Practice Manager Linda Marquis. Those who attended this workshop discussed something called Signposting, which is when receptionists advise patients to go to another organisation for advice or treatment. An example of this would be if a patient had tooth pain and requested to see a Doctor, a receptionist would advise the patient to go to the dentist. During the workshop the receptionists were able to share experiences from their practices, including their successes, worries and any attempts at signposting that may not have been to successful.

This workshop was a complete success with a great turnout. This showed how much it meant for the receptionists to have this unique opportunity to take ownership over their work. The input was vital to the success of the project and the initial feedback showed that the receptionists enjoyed meeting each other and discussing how they signpost patients already and can do more in the future. It is hoped that during 2017/18 a 2nd conference and further work on signposting can take place.



**Did you know?** A FREE Chlamydia screening kit can also be collected from our dispensary for under 25's annually or when changing a partner. Any more information please go to the following website: [www.areyougettingit.com](http://www.areyougettingit.com)

We are also a C-Card venue (free condoms for 13-24 year olds).