



Welcome to the eleventh edition of the Patient Newsletter. Each month we include a short item by a member of the Patient Reference Group. This month's article was written by Mr. A Hogg

Visit to Cromer Hospital

After 20 years working in the Middle East and South East Asia and exposing my very bald head to the relentless sun, not surprisingly I developed 'Solar Keratoses' which are small, sometimes not so small pre-cancerous type growths, on my scalp.

The treatment for this, amongst other things, is by freezing the growths with liquid nitrogen. Until recently this was done at Mundesley Medical Centre but due to the recent changes at the Practice this is no longer available and I had to go, somewhat reluctantly, to the consultant dermatologist at Cromer Hospital.

The dermatologist gave me good advice about creams etc. and then applied the freezing technique. She appeared to do this in a more aggressive way than in the previous treatments I had received, where a more cautious approach had been applied. However after some weeks her approach proved to be highly effective and I now have a nice new smooth bald head.

The purpose of this story is to show the value of specialist staff at centres like Cromer Hospital rather than expecting local practice staff to be experts in all things.

I was much impressed with Cromer Hospital, not only for the treatment I received for a relatively minor problem but also for the overall appearance, cleanliness and efficiency that was evident throughout.

Mundesley Medical Centre comment: "We aim to provide many treatments for skin conditions in the practice, and have to balance the intensity of treatment with the fact that some patients are less capable of healing after cryotherapy than others. We appreciate the content of Mr Hogg's letter and understand that not all patient experiences are the same. It is reassuring to know that our colleagues in secondary care are providing such an excellent service at our local hospital and with all of our support will continue to do so."

Named GP

From April 2015 all practices in the NHS are required to provide patients with a named GP.



Patients registered with us may continue to see any member of the clinical team in the practice, as you currently do, with no change to the care you will receive. All of our staff have access to your notes and will endeavour to provide you with the best care at all times. Your named GP will ensure that the services you may need (if available within the NHS) are provided to you.

To find out your named GP please contact the Medical Centre.

North Norfolk Community Transport

North Norfolk Community Transport offer a range of transport services across North Norfolk, including fully accessible buses for people who don't have their own transport or access to regular bus services. They also operate MediRide through which they transport people to medical appointments using volunteers with their own cars. For more information about their services please go online to www.nnct.org.uk or ask the Reception Team.

Dispensing Review of Use of Medications



If you have your medication dispensed to you by Mundesley Medical Centre then you are eligible for Dispensing Review of Use of Medications. This is a consultation carried out by a qualified dispenser within the practice.

The review is to assess how you take your prescribed medicines, offering support to ensure these are taken as the GP recommended, for example at the correct times, dose and sometimes the correct day.

The dispenser can discuss problems and create solutions. For example, if you find it difficult to get tablets out of the packaging you can opt to have your medication dispensed in clic-loc bottles or, where appropriate, dosette boxes with a sealed tray with individual slots showing when the dose should be taken.

Information provided at a dispensing review may also include advice on how to avoid over-ordering repeat prescriptions to minimise waste and, if necessary, how to dispose of unused medication safely.

We also offer services such as the managed repeat system; this allows the dispensers to automatically issue the medications you need monthly. There is also online ordering available and a medication delivery service if you are eligible.

It is also good to be able to talk to patients in privacy in case there are any concerns about the medications and how they are being taken.

The DRUMs are carried out yearly but we are always happy to carry out a review with patients who would like one so please ask the Dispensary Team if you would like a DRUM.

Did you know?



We have a special clinic for anyone requiring medicals (taxi/HVG/LVG) on the 3rd Monday of each month. You don't need to be registered with the practice.

Research Practice

Mundesley Medical Centre is actively involved in research. Since 2011 we have been recruiting participants to a variety of studies across Norfolk. We currently have 8 studies running including – **WRAP: Weight Loss Referrals for Adults in Primary Care**; **ALL-HEART: Allopurinol and cardiovascular outcomes in patients with ischaemic heart disease**; **ARCHIE: The early use of Antibiotics for at Risk Children with Influenza in primary care** and the **Norfolk Diabetes Prevention Study** to name a few.

Statistics from the **National Institution for Health Research** <http://www.nihr.ac.uk/research/> show that nine out of ten people would take part in clinical trials. The survey also revealed that 95% of people said it was important to them that the NHS carries out clinical research. Last year over 600,000 people took part in research which aims to improve diagnosis, treatment and care of patients in the NHS.

If you are interested in becoming a participant in research, ask your GP or Consultant to consider any trials or other well-designed studies for which you may be suitable. Alternatively, visit the UK Clinical Trials Gateway www.ukctg.nihr.ac.uk for information about clinical trials running in the UK and visit the web pages for your local Clinical Research Network.

May Bank Holiday Opening Times



We will be closed on Monday 25th May for the Bank Holiday weekend.

Please make sure you will not run out of medication during the holiday.



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

ORDERING REPEAT PRESCRIPTIONS OVER THE BANK HOLIDAY PERIOD

Medication requested	Collection date
Wed 20th May	Fri 22nd May
Thurs 21st May	Tue 26th May
Fri 22nd May	Wed 27th May
Mon 25th May	Wed 28th May