

Welcome to the thirteenth edition of the Patient Newsletter, compiled and edited jointly by Medical Centre staff and two members of the Patient Reference Group (PRG). We would like to thank Laraine Bingham for all her help with the newsletter ever since it first began as a joint initiative between the Patient Reference Group (PRG) and the Practice.

We are pleased to welcome Kay Warnes who will join Carol Palfrey as our new co-editor. Here are a few words of welcome from Mrs Warnes:

At the heart of our community is our surgery where we take our aches and pains, worries and fears, to be listened to and, hopefully, be put on the right path for recovery. Mundesley Medical Centre is achieving the highest status in the Government standard figures for care and we are lucky to have such dedicated Doctors and staff skilfully caring and overseeing our physical and mental welfare.



Flu Vaccinations



It's not too late to book your flu jab! (or nasal spray for children)



If you are over 65, or in an "at risk" group, we would encourage you to have a jab. We have individually contacted, by email or letter, anyone who is in an "at risk" group or who has just turned 65. Patients aged over 66 will not be individually contacted as the majority normally book without prompting. Please contact us now to book.

All children aged two, three and four years old on 31 August 2015, and any "at risk" children, are being offered a flu vaccination this year. For most children, the vaccine is given as a simple nasal spray – no injections are involved.

We would strongly encourage you to have your immunisation at the practice as we have access to your full medical records and it enables us to update your record immediately. If you do not want a vaccination this year, please let us know.

You could help save valuable NHS resources that could be used on patient care

Do you use email or have a mobile phone?

If you have an email address we could send you health review letters via email. We can also send you appointment confirmation and reminders by text message. If you wish to receive these emails or text messages we require your consent. Please ask at reception for more information.



Open Evening

On the 30th September over 100 patients and visitors attended the Practice's third Open Evening. The staff and other organisations were able to show patients some of the services available here at the Medical Centre. Patients were able to meet the staff they would not normally see and ask questions about many of the services and functions that support your care. The Open Evening gave staff and patients a chance to meet and chat informally. Thank you to all the staff and members of the Patient Reference Group (PRG) for making this another successful event.

Open Evening— Dispensary

For the Open Evening, the dispensary focused primarily on the issue surrounding waste medicines. A report by the Department of Health estimates that unused medicines cost the NHS around £300 million every year.



Because of those statistics we wanted to do something that would make an impact so we decided to build a display model showing people a portion of those unwanted medicines returned to the Surgery and the cost implications to the NHS. Our model was made up only from boxes returned to the Practice. Once the model was built it was priced and put

on display. The cost to the NHS was quite staggering at £6720.53 given that the model only displayed a quarter of the medicine returned over a 4 month period.

There are many reasons why medicines are returned for disposal. We want to try and reduce these statistics. So we are asking;

- ◆ Only order medicines which you require each month for taking on a regular basis.
- ◆ Do not hold surplus supplies.
- ◆ Use up old stock before ordering any new.

If you have an item on your repeat list that you no longer require, please tell the dispensary so it can be removed and not ordered in error.

Christmas Opening Hours

Thursday 24th December 8am - 6pm

Friday 25th December & Monday 28th December —**CLOSED**

Tuesday 29th, Wednesday 30th, Thursday 31st December— Open 8am – 6pm

Friday 1st January 2016
- **CLOSED**

Monday 4th January 2016
Open 8am – 6pm



Did you know?

During July, August and September 2015 between the times 10am –11am our clinicians saw a total of 1880 patients!



Do you want to improve your health? Do you need a Health Trainer?



Health Trainers provide free 1-1 behaviour change support to individuals to help them improve their health in the following areas;

- **Giving up smoking**
- **Increasing physical activity**
- **Healthier eating**
- **Reducing alcohol intake**

You will receive 6 free sessions within the surgery which include information, guidance, goal setting and helping you to overcome barriers in order to improve your health.

Dan is based within the surgery on a Thursday ready to help you with your health needs.

If you would like further information or to refer yourself to the service please call; 01603 638064 or speak with your GP.

ORDERING REPEAT PRESCRIPTIONS OVER THE CHRISTMAS/NEW YEAR PERIOD

Request Made	Collection date
Mon 21 st Dec	Wed 23 rd Dec
Tues 22 nd Dec	Thurs 24 th Dec
Wed 23 rd Dec	Tues 29 th Dec
Thurs 24 th Dec	Wed 30 th Dec
Tues 29 th Dec	Thurs 31 st Dec
Wed 30 th Dec	Mon 4 th Jan
Thurs 31 st Dec	Tues 5 th Jan

Please remember we need 2 full working days to process your prescription requests. For guaranteed collection before Christmas we will need your requests by no later than the end of Tuesday 22nd December.

