

Welcome to the seventeenth 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 Mrs Janet Munro.

A Childhood Memory Of A Doctors Waiting Room.



Dr Quait was the first resident doctor for Mundesley- he was a physician, surgeon and medical officer for Mundesley District of Erpingham Union. He lived with his wife at St. Brannocks on Cromer Road; one of my mother's sisters was in service with the Quait family and lived with them. I don't know when Dr Quait came to the village, nor exactly when he left but I do know that in November 1930 Dr. Hugh Miller and his family moved into St. Brannocks and he became our local GP.

The surgery was part of the Miller home- Miss Crowe was the receptionist and had a little room across the passage opposite the side entrance to the house. Dr. Miller had his surgery fairly close by but its waiting room which was such an attraction for us youngster. The room was large, like a drawing room- there were chairs and benches around the edge of the room- not any old chairs and benches- good quality, far better than any we had at home.



In the space in front of the bay-window stood a rocking horse, beautiful thing, it was too big for us to climb on, we had to be lifted on. There was a tiny hole in the side of the horse and someone had pushed marble into the body- you can just imagine how annoyed some patients would get with the sound of this marble rolling up and down to the rhythm of the horse.



There was a large fire place with a marble surround and a very wide mantelpiece on top. On the mantelpiece and in the hearth were various fossils- mammoth, elephant, hippopotamus etc., all found in the Mundesley cliffs by Dr. Miller. Many of these items can now be seen in the Mundesley Maritime Museum.

How times have changed, how different waiting rooms are today, but I will never forget the rocking horse and those fossils at St. Brannocks.

Pregnant, over 65 or in an 'at risk group!

Then your GP has your flu jab waiting for you!

Please contact us now on 01263 724500 to book or decline.





Christmas Bank Holiday Opening Times



We will be closed on

Monday 26th of December 2016
Tuesday 27th of December 2016

And

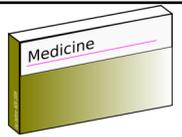
Monday 2nd January 2017

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.

Did you know?

Pharmacists can help with many mild conditions and symptoms which can potentially be treated or eased by over-the-counter medications: for example colds, allergies, rashes and mild pains. The pharmacist will also advise on symptoms which should be referred to the doctor.



Ordering repeat prescriptions over the bank holiday period



Ordering and collection dates for December/January:

Medication requested on	Collection date
Thursday 22nd December	Wednesday 28th December
Friday 23rd December	Thursday 29th December
Friday 30th December	Wednesday 4th January

If ordered on 24th, 25th, 26th or 27th December, these will be ready 30th December.

Please ensure you order your medication in plenty of time during the Christmas period!

Friends and Family Test



This was launched in 2013 to most NHS funded services in England. The aim of the test is to find out patient's and service user's thoughts and opinions on the services they have been providing.

The test asks the patient or service user if they would recommend the services they have used to their friends and family and it offers a wide variety of choices for their response. There is also an option for the patient or service user to provide written feedback about what they like about the service or alternatively what can be improved. The results of the tests can be found published on both the NHS website (www.england.nhs.uk) and the NHS choices website (www.nhs.uk). Feedback forms about our service are available in the waiting room.

Accessible information standards

Accessible information is a new framework to help ensure clearer health and care information is available to disabled people and their carers. The way we communicate with you and this is very important to us and we want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read. Please tell us if you need a British Sign Language interpreter or advocate or if we can support you to lip-read or use a hearing aid or communication tool. Please tell the receptionist if you need information in a different format or communication support and we will do our best to help.

