

Welcome to the second edition of the Patient Newsletter. Each month we hope to include a short item by a member of the Patient Reference Group. Our first contributor is Andrew Hogg.

Andrew writes:

"With its 250 million people, Indonesia has the fourth largest population in the world after China, India and the USA. I spent the last ten years of my working life in the fire industry in this fascinating country, travelling widely and inevitably sometimes needing the attention of local medical services.



There is no free Health Service in Indonesia. Health insurance is a new concept open to only a few; everyone else has to pay up front for everything. Medical services are actually quite good – if you can pay. But, no money – no treatment.

Premature death and chronic illness due to lack of treatment are commonplace.

As a Westerner I was always welcome and usually came away from a consultation with every conceivable antibiotic and treatment available. Sometimes I would later check with my daughter who is a GP in the NHS and she would often say, "It seems that they have given you everything they could think of" - all which had to be paid for and often thrown away later.

How very fortunate we are in this country to have the NHS

Editorial comment:

In the UK we are indeed blessed with our NHS. Not for us the worry of being unable to afford lifesaving treatment or attention for less serious ailments whenever we need it. Of course, no service is perfect and from time to time we hear stories of poor care in some of our hospitals. Here in Mundesley, the health professionals are continually striving for improvement. As members of the Patient Reference Group, and as patients, we hope that by working in partnership with them we can help them to provide even better care.

NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services, and it is now active in Norfolk. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.
- The Medical Centre is closed and you need medical help fast but it's not a 999 emergency.

For less urgent health needs, contact your GP or local Pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.



**when it's less
urgent than 999**

Do you look after someone?

If you spend a significant proportion of your life providing unpaid support to someone who is ill, frail, disabled or has a mental health problem, then you are a carer. Please contact us either in person or by 'phone or, if you are registered for online services, via the carers' questionnaire, so that we can let you know about the services and support available to you.



Did you know?

We offer a free "Stop Smoking" service.

This includes an initial consultation with regular reviews to give you help, advice and support.



D.R.U.M.S

Dispensing Review of the Use of Medicines

These reviews are carried out by our Dispensary Manager Karen and Dispenser Maxine to check that you are happy with the medication you are taking, including discussions about packaging and side effects.



If you have an appointment at the surgery anytime before the end of March you may be asked to see Karen or Maxine for a review.

You can also ask for a DRUM anytime throughout the year if you have any problems or questions.

These reviews are only for patients who have their medication dispensed at the Medical Centre. Pharmacies also provide similar reviews for their customers.

Patient Survey

Thank you to everyone who completed our 2012 Patient Survey. The results will be available to view on our website before the end of March, along with any suggestions or improvements your patient group have recommended.

Travelling Abroad

Travel advice is not provided by the NHS therefore you may have to pay for your immunisations. Before you book an appointment you will need to complete a questionnaire. If you are travelling in less than 2 weeks time we will ask you to find a private travel clinic as we will be unable to help you. Vaccinations require time to work and some require multiple treatment. Please complete one of our travel questionnaires as soon as you have arranged your trip.



Easter Opening Times

We will be closed on Friday 29th March and Monday 1st April for the Easter Bank Holiday weekend.

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

For emergency treatment while the surgery is closed, please phone 111.

ORDERING REPEAT PRESCRIPTIONS OVER THE EASTER PERIOD

Medication requested on	Collection date
26th March	28th March
27th March	2nd April
28th March	3rd April

