

**W**elcome to the twelfth edition of the Patient Newsletter. In this month's edition we have included an extract from an article written by Lynda Wilson, General Assistant, for Crab Tales. The full article is available to view in Crab Tales from 7th August to 29th August.

### **Farewell to Mundesley Medical Centre**

*Three years ago I was fresh out of college, working two part time jobs, with no idea where I wanted my career to take me. In the summer of 2012 I was accepted for an Apprentice General Assistant vacancy at Mundesley Medical Centre, which has truly proven to be an opportunity like no other. In those years I developed many skills and knowledge as well as developing slight hypochondriac tendencies, meeting some very interesting characters and changing my hair colour a grand total of five times (not related to stress).*

*There is a common misconception that all GP administrative staff do is answer phones and act as gatekeepers to appointments; I quickly learned that this was not the case.*

*I have also had the pleasure of meeting many wonderful patients, ones with stories that stick with you, others whose presence can brighten your day and there's even the odd telephone number you recognise which is enough to bring a smile to your face. We all have our favourites (even if we don't admit it) for different reasons but it's satisfying to know that the good memories will stay with you.*

*I am fortunate enough to have worked with the Patient Reference Group; they are a team of astute individuals from diverse backgrounds with refreshing views. Their views have affected a wide range of matters from the way clinics are run to the colour of font on the television screen. The meetings are always enjoyably enlightening and their support to the surgery is greatly unrecognised but profoundly appreciated.*

*The reason I volunteered to write this article is because after my three insightful, challenging and at times exasperating years I will be leaving the practice. I wanted to acknowledge the vast opportunities Mundesley Medical Centre have provided for me and equally the experience gained from the patients I have had the pleasure of meeting. I am sure there will be more General Assistants who will attain valuable knowledge from working at the surgery and I would hope that they will cherish their time spent there as I have.*



### **Waiting Room**

The waiting room has only a limited amount of magazines and toys available to patients for a couple of reasons. Firstly, for infection control purposes, we do not want to expose you to infections from magazines that have been sneezed upon or toys that a child has put in their mouth. We often get told that other practices and the hospital have magazines. Every healthcare provider can set their own infection control standard; as we have lots of sneezing and coughing patients in the waiting room we have made the decision to limit the risk. For health and safety reasons we do not want you to trip on a discarded magazine or a speeding toy car. We hope that you will not have to spend too long in our waiting room but we do have a TV displaying important health-related information. If you anticipate a wait why not bring a book, or for children, their own toys?

We have also been asked to install a vending machine. Whilst this would no doubt generate some income, we do not want spillages or crumbs in the waiting room. We are, after all, here to provide you with healthcare. There are many excellent establishments in the village which would be more than happy to provide you with refreshments. We will of course always provide drinking water for any patient feeling unwell. Please just ask at reception.



## Open Evening

We are holding an open evening at Mundesley Medical centre between 4.30pm and 7pm on Wednesday 30<sup>th</sup> September 2015.

There will be displays, many interactive, so that you can learn more about the variety of different services we provide. You will be able to see some of the equipment we use to monitor your health. This will include information about our dispensary and medication, including a giant model made of returned items and a "Guess The Price" game; a heart room, where you will be able to have your blood pressure taken; information on contraception for different stages of your life; "The Lung Lounge" is taking over the whole of our Appleyard suite! Many other health and social care organisations will also be represented including the carer support worker, the health trainer and dementia support.

Information about how to register for, and use, our online services such as appointment booking, ordering your repeat prescriptions and text messaging service will be available.

Members of the Patient Reference Group will be present so that you can find out about what they do and how to join, either in person or as a virtual member.

The event provides you with an informal opportunity to come along and meet our 5 GP partners and the staff. You do not have to be a patient at the practice to attend. All are welcome, of any age, including patients registered elsewhere.

## Did you know?

At Mundesley Medical Centre on average at least 150 patients are seen daily at the surgery as well as a minimum of 20 telephone appointments



## Flu Vaccinations

At the beginning of October flu vaccinations will be available at the practice. If you are over 65, or in an "at risk" group, we would encourage you to have a jab. Over 65s will be able to book an appointment either online (if you have signed up for online services), in person or by phone from 2nd September at our clinics in October. We will notify anyone that is in an "at risk" group, or who has just turned 65 by e-mail or letter. Over 66s will not be individually contacted as, for the first time last year, we did not send letters and the majority of patients booked without prompting. We contacted anyone we had not heard from by phone after the initial clinics.

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.



If you are under 25 and going to university for the 1st time this year please contact us regarding "Men ACWY"



## We Need Your Help!

We are trying to reduce the amount of staff time, paper and postage that we spend on admin. Our workload goes up whilst our funding does not change so the less we spend on admin the more we can allocate to providing clinical services. However, to achieve this, we need your help.

There are several ways you can help us:

- If you have a mobile phone please sign up for the text messaging service as this allows us to remind you about appointments and notify you if we need to speak to you.
- If you use an email account please let us know so that we can send you any recall/clinic letters electronically.
- If you sign up for online services you can order your repeat medication and book GP, flu and phlebotomy (blood test) appointments direct into our clinic system.
- Please tell us if we invite you to a clinic or a service, such as immunisation or long term condition review, and you want to decline it. This will save us sending you a second and third letter. Even if you decline the clinic or a service, you can change your mind at any time and attend.
- Please let us have your up to date phone numbers and correct address. We waste a lot of time trying to contact patients who have changed their phone number.
- And, as always, remember if you find that you no longer need your appointment, please cancel it!