

Woodcock Road Surgery

June 2019 Newsletter

Dr Ling, Dr MacNab, Dr Blenk, Dr Shinn

Access to Services:

The Practice has worked hard to make improvements to the appointment system and we offer a variety of services to support patients, for example:

- Access to a Clinical Pharmacist on two days per week
- Minor Illness Clinic run on most days of the week with a Practice Nurse
 - Phlebotomy Clinics have been increased to three per week
 - Diabetic Specialist Nurse available on two days per week
- Mental Health Nurse available in the surgery every fortnight
 - Respiratory Clinics for COPD and Asthma patients
- Sexual Health Services including emergency contraception
 - Telephone Consultations with most Clinicians on request
- On-line services - appointment bookings and repeat medications

In addition, the staff are trained to 'signpost' patients to the most appropriate service - in order to help you obtain help and treatment at the earliest opportunity.

NHS 111 Service:

NHS 111 aims to make it easier for people to access healthcare services when they need medical help fast, but it's not a life-threatening situation.

Calls to the NHS 111 service from landlines and mobile phones are FREE and the service is available 24 hours a day, 365 days a year to respond to people's healthcare need. You can Dial 111 when you need medical help fast, but it's not a 999 emergency; or if you think you may need to go to A&E or another NHS urgent care service; or if you require health information or reassurance about what to do next.

Calls to NHS 111 are handled by a team of highly trained call advisers, supported by experienced clinicians.

Norwich Practices Walk In Centre

This is located on Rouen Road in Norwich. Open 7 am – 9pm seven days a week. No appointment necessary. The Walk-In Centre can be contacted on Tel: 01603 677500. The service may be accessed, without charge, by anyone entitled to NHS Services. The main services offered are:

- Blood pressure checks
- Coughs, colds and flu symptoms
- Information on staying healthy and health promotion
- Minor cuts and wounds – dressings and care
- Muscle and joint injuries – strains and sprains
- Skin complaints – rashes, sunburn and head lice
- Stomach ache, indigestion, constipation, vomiting and diarrhoea
- Support for stopping smoking
- Treatment of minor infections
- Women’s health problems, thrush and menstrual advice

Prescriptions can be given for appropriate medication for these problems.


Lionwood Medical Practice








There are also appointments available in the Improved Access Service which is run from the Lionwood Medical Practice, 30A Wellesley Avenue North, Norwich NR1 4NU . These appointments are bookable by contacting Woodcock Road Surgery.

We are fortunate to have access to both these services which are an extension of the 23 Norwich Practices and provide increased access for our patients on a daily basis.

Stay well

Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
 Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	 Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time. No appointment is needed and most pharmacies have private consulting areas.	 GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	 Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions. They are usually led by nurses and an appointment is not necessary.	 A&E or 999 are best used in an emergency for serious or life-threatening situations.
NHS 111	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111 .			 24 hours a day 7 days a week
NHS Choices	You can also access health advice and guidance or find your nearest service online through NHS Choices .			 Visit www.nhs.uk

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

Carers do all this and more for family and friends who are older, ill or have a disability...



...all while trying to maintain a life of their own.



10th -16th June 2019

Please let us know if you are a carer for a family member so woodcock surgery can support you!

Caring can be a hugely rewarding experience but carers often find it challenging to take care of their own wellbeing whilst caring. Its impact on all aspects of life from relationships and health to finances and work should not be underestimated. Caring without the right information and support can be tough.

This Carers Week, we're coming together to help carers get connected. There are 6.5 million people in the UK who are carers. They will be looking after a family member or friend who has a disability, mental or physical illness, or who needs extra help as they grow older.

Everyone has a part to play in connecting carers and helping them to get the support they need to care without putting off their own health needs or losing important relationships with others.

This could include an employer creating carer-friendly policies by listening to the experiences of their workforce, a GP practice offering an annual health check or alternative appointment times to carers struggling to attend due to their caring responsibilities or a leisure centre offering special deals for carers.



Online Services:

Our practice website is: woodcockroadsurgery.nhs.uk

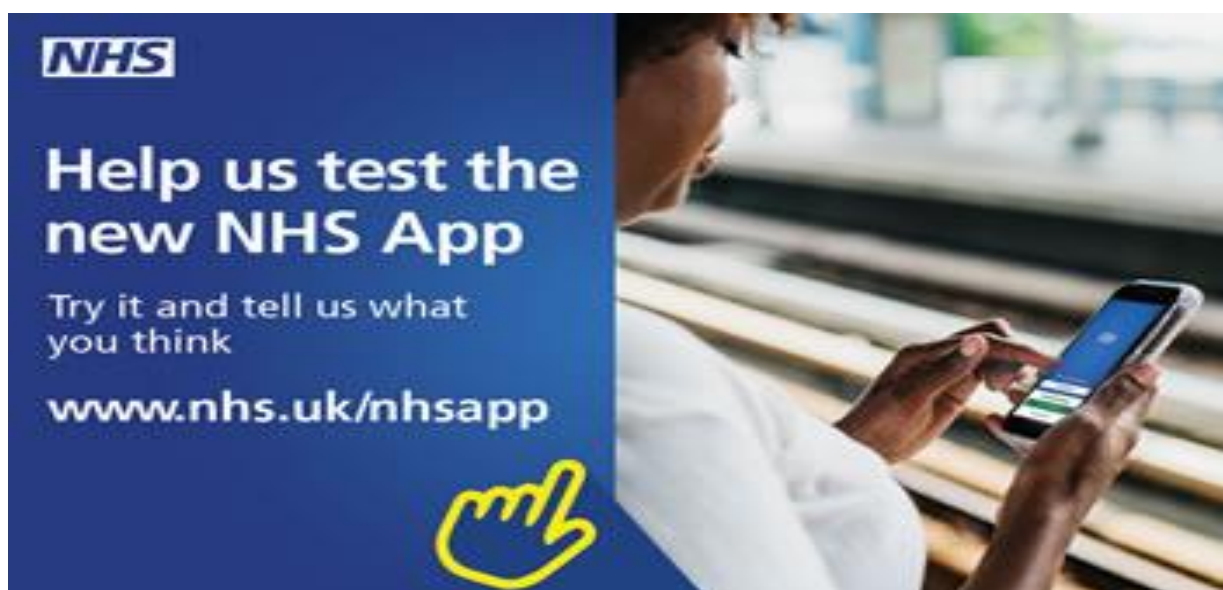
The majority of patients completing our 2018 Annual Patient Survey said they did not routinely refer to the Practice website for information or access to services. The Practice has 1309 patients (16%) signed up to on-line services as at 1/5/2019. These patients are able to access repeat prescribing, appointments and links to medical advice via the website.

We would encourage patients to use the Website as a source of information/help. The Website is updated regularly with key changes and important information.

If you wish to register for on line services please phone the surgery on 01603 425989, the reception staff will happily issue you a username and password after verifying who you are following 3 random questions answered correctly.

Don't forget the new NHS app, for help in setting this up please visit

www.nhs.uk/nhsapp.



There are 4.7 million people in the UK living with diabetes. And every one is different.



**DIABETES
WEEK
2019**
10 to 16 June
#SeeDiabetesDifferently

**See diabetes differently.
Find out more today.**
www.diabetes.org.uk/DW2019

The British Diabetes Association operating as Diabetes UK, a charity registered in England and Wales (no. 215186) and in Scotland (no. SC026105). ©Diabetes UK. 2019/01/17

#SeeDiabetesDifferently

Living with diabetes is tough enough without having to worry about what other people think, feel or say. How can we talk about it openly, and start to tackle it when there's so much misunderstanding?

We know diabetes is complicated and hard to understand, so this Diabetes Week we want to help people know more about diabetes. Not just as a condition, but about how it feels to live with it. So from the 10 to 16 June, join us as we begin to change the conversation and get everyone to #SeeDiabetesDifferently.

What are the signs and symptoms of diabetes?

Are you worried that you, your child or someone you know may have diabetes? Having some of the signs of diabetes doesn't mean you definitely have the condition, but you should always contact your GP, just to make sure.

The common symptoms of diabetes

- Going to the toilet a lot, especially at night.
 - Being really thirsty.
 - Feeling more tired than usual.
 - Losing weight without trying to.
 - Genital itching or thrush.
- Cuts and wounds take longer to heal.
 - Blurred vision.

Why does diabetes create these symptoms?

These symptoms occur because some or all of the glucose stays in the blood, and isn't being used as fuel for energy. The body tries to reduce blood glucose levels by flushing the excess glucose out of the body in the urine. High levels of glucose being passed in the urine are a perfect breeding ground for the fungal infection which causes thrush. But not everyone gets symptoms; in fact 6 out of 10 people have no symptoms when they're diagnosed with Type 2 diabetes.

I have some diabetes symptoms. What now?

If you have any of symptoms of diabetes, you should contact your GP. It doesn't necessarily mean you have diabetes, but it's worth checking – early diagnosis, treatment and good control are vital for good health and reduce the chances of developing serious complications.

What happens if you ignore the signs of diabetes?

It's hard to ignore the signs of Type 1 diabetes because symptoms can often appear quite quickly. But leaving it untreated can lead to serious health problems, including diabetic ketoacidosis, which can result in a potentially fatal coma.

Although the majority of people with Type 1 diabetes are diagnosed in childhood and early adulthood, the symptoms are the same at any age. Adults with Type 1 diabetes may not recognise their symptoms as quickly as children, which could mean their diagnosis and treatment may be delayed.

Type 2 diabetes can be easier to miss as it develops more slowly, especially in the early stages when it can be harder to spot the symptoms. But untreated diabetes affects many major organs, including your heart, blood vessels, nerves, eyes and kidneys. Being diagnosed early and controlling your blood sugar levels can help prevent these complications

MOVING HOUSE?? CHECK IF YOUR NEW ADDRESS IS IN OUR CATCHMENT AREA

Please be aware that the boundaries for GPs in the Norwich area were originally agreed with the Primary Care Trust, and each Practice is responsible for providing medical services to the patients living within their agreed catchment area. Unfortunately, if you move home and your new address is not in our catchment area, we will be unable to maintain you as a patient of this practice.

We are sure you can appreciate that we have limited spaces available and if we maintain patients who move outside our catchment area we will not be able to provide services for those already living at or moving to an address within the boundary. Therefore, we are unable to make exceptions for patients who move to an address outside the boundary, however close it may seem to be.

Please visit our website www.woodcocksurgery@nhs.uk for a bigger scale map of our catchment area.

The Practice looks after approximately 7500 patients in the **Mile Cross, Catton** and **Hellesdon** areas.

