

WOODCOCK ROAD SURGERY

NEWSLETTER

Welcome to Dr N Okonkwo.

Dr Okonkwo is a GP Registrar who will be working at the Practice until August 2019.

Dr Okonkwo works in surgery alongside the GP Partners. He is a fully qualified Doctor who is specialising in General Practice Medicine.

Patient Services Co-ordinators

In future our Receptionists will be known as 'Patient Services Co-ordinators'. This re-branding is happening Norwich wide and is in recognition of the fact that Practice Administration/Reception teams do much more than provide a Receptionist service. Our Receptionists are trained to deal with specialist referrals, manage queries and concerns, signpost patients to the service most suitable for their needs, liaise with the hospitals and pathology departments to organise patient pathways and test results, work closely with the community teams ensuring information is shared appropriately and provide daily support to the clinical team at the Practice helping to deal with the demands as efficiently as possible. The Patient Services Co-ordinators have a great deal of knowledge and if they are not sure - they will find out for you!

March 2019

Dr Ling, Dr MacNab, Dr Blenk & Dr Shinn

IMPORTANT INFORMATION

SURGERY CLOSURE –

THURSDAY 21st MARCH 2019 FROM 1.00 PM

On line services:

Our on-line services allow patients to:

- **Book and cancel appointments**
- **Order repeat prescriptions online**
- **Look at part of the GP records online** (*from 1st April*

2016 we have been able to offer patients the facility to look at a summary of their GP records on-line. The summary includes coded information such as diagnoses, procedures, and allergies).

Please note – patients who already have on-line access to order repeat medication and book/cancel their appointments, will need to request access to their medical record in order for this to be activated. For security reasons we will need to re-check ID.

It is not hard to start using online services. The steps below explain how this works.

1. You must register for on-line services. We can accept applications over the telephone as long as we can be reassured through questioning that you are the patient. Alternatively, please call in at the surgery with Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
2. We will then give you a letter with your unique username and password. It will also tell you about the website where you can log in and start using online services.

Keeping your username and password safe:

When you register to use GP online services, you should not share your login details with others. If you think someone has seen your password, you should change it as soon as possible.



Important information about appointments



Appointments attended in February 2019:

GP appointments = 2237

Nurse/HCA appointments = 1806

Total appointments = 4043

The vast majority of our patients attend their appointments or let us know if they cannot attend or no longer need them. We really appreciate this as it means we can offer those appointments to other patients.

However, a small but significant number of patients miss their appointments without cancelling them. This means the doctor or nurse is waiting for the patient to arrive, when they could have been seeing another patient.

Please help us to help you by contacting us if you cannot attend.

Latest DNA (Did not attend) Statistics:

Period 1st February 2019 – 28th February 2019

Total number of GP appointments DNA = 59

Total number of Nurse Appointments DNA = 112



Tuesday, March 12, 2019 is No Smoking Day 2019.

Local Stop Smoking Services

There's a free local Stop Smoking Service near you. Studies show that you're four times more likely to quit with help. Developed by experts and ex-smokers and delivered by professionals, your local Stop Smoking Service provides expert advice, support

and encouragement to help you stop smoking for good. It offers free one-to-one support along with stop smoking medicines, which are available for the cost of a prescription. When asked if they would recommend the service, 9 out of 10 smokers who've used a local Stop Smoking Service say they would.

If you feel this is the right time to quit smoking please call 01603 425989 and ask one of our patient services co-ordinator to refer you to Smoke Free.

The image shows a promotional graphic for 'Smokefree' by the NHS. At the top left is the 'SMOKEFREE' logo, which consists of the word 'SMOKEFREE' in bold black letters and a stylized blue icon of a person with arms raised. To the right of this is the text 'Norfolk Community Health and Care' and the NHS logo, with 'NHS Trust' written below it. Below the logos is the text 'Ready to be a super quitter?' in a large, black, sans-serif font. At the bottom of the graphic is a cartoon illustration of a superhero character with a blue suit, a red cape, and a yellow belt. The character has a determined expression and is holding a lit cigarette in his right hand. The background is a solid purple color.

GET THE RIGHT TREATMENT

If you believe that you are seriously ill or injured the A&E department is the most appropriate place to attend. If you are suffering a less serious illness or complaint you should consider these other options:

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.

Your own Surgery:

We are routinely open from 08.00am to 6.00pm Monday to Friday. You can telephone us on 01603 425989 and we can offer you an appointment with a doctor or nurse, give you advice over the telephone or point you in the most appropriate direction. We have a very skilled Nursing Team who can dress simple cuts and treat minor injuries.

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.

'Improved Access' is the availability of additional appointments for patients registered at the 23 Norwich Practices. The additional clinics are available at **Lionwood Medical Practice (30A Wellesley Avenue North, Norwich, NR1 4NU)**. A GP, Nurse Practitioner, and Advanced Nurse Practitioners will be working Monday to Saturday and appointments are available:

Monday to Friday 2 - 8 pm, Saturday 8 - 4pm, and Sunday will be telephone access only.

ALL appointment bookings for the Improved Access clinics are made through Woodcock Road; you are not able to access these directly. To make a booking please speak to the Patient Care Co-ordinators or telephone 01603 425989.

Local Pharmacy

Pharmacists are experts on medicines and how they work. Your local pharmacist can answer questions about medicines, give advice about treating everyday ailments and help you decide whether you need to see your GP as well as providing many other services. The Practice has a Clinical Pharmacist working on the premises on two days every week - if you would like to speak to our Pharmacist, please inform the Patient Care Co-ordinators or telephone 01603 425989.

	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only
	Cuts. Strains. Itches. Sprains.	NHS Walk-in Centres
	Vomiting. Ear pain. Stomach ache. Back ache.	GP Surgery
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Unwell? Unsure? Confused? Need help?	NHS Direct
	Hangover. Grazed knee. Sore throat. Cough.	Self-care

ovarian
cancer
awareness
month ^{march} 2019

Do **you** know the **symptoms**
of **ovarian cancer**?



ovarian.org.uk



@OvarianCancerUK



ovariancanceraction

ovarian
cancer **action**

It's **PURPLE DAY** so...

People everywhere are
Understanding the
Reality for
People
Living with
Epilepsy

26
March

epilepsy.org.uk #purpleday