

Spring 2020

# Wymondham Medical Centre

"Caring for our patients and helping them to care for themselves"

## CHARITY OF THE YEAR

Wymondham Medical Partnership will be supporting a charity every year and using any events we have to promote, raise awareness and fundraise for them.

This year we have chosen the Wymondham Dementia Support Group - Pabulum Cafe which provides a friendly meeting place where those with dementia, their carers, and family members can come together to receive support, guidance and information in a relaxed atmosphere whilst enjoying refreshments and light lunches.

The social committee at Wymondham Medical Partnership chose the Pabulum Cafe as it is a local charity, used and loved by many of our own patients and their carers and offering invaluable help to those at their most vulnerable. Dementia has touched many of the WMP staff's families and therefore stuck out to us as a place to be flagged for its' services to the community and helped by us however possible.

We look forward to working with them over the coming year.

For more information visit <https://www.wymondham-dementia-support-group.org.uk/>



## HAVE YOU SERVED IN THE BRITISH ARMED FORCES?



**Armed Forces veteran  
friendly accredited  
GP practice**

The surgery is proud to announce that we are now an Armed Forces Veteran Friendly practice. This means we are able to offer our veteran patients more focused help and support, if and when they may need it.

A veteran is anyone who has served for at least one day in the Armed Forces whether regular or reserve. It means the same as 'ex service personnel' or 'ex forces'. If you, or someone you know are please let reception or your clinician know.

## What's Inside?

- Staff Updates
- Choose self care
- NHS healthchecks
- Did Not Attend Appointments
- Keep us up to date

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## DID NOT ATTEND APPOINTMENTS

We are all aware that sometimes things don't always go to plan and sometimes we forget things. But in the past 12 months 2779 appointments were not attended at Wymondham Medical Partnership. This is 2779 empty seats and appointments which could have been given to other people. That is on average nearly 580 hours of clinicians time. There are many avenues to use to cancel your appointment, via online access, sms reply to your reminder text, face to face at the front desk or by calling in. Make sure we have your up to date mobile number so you will get a text reminder of your appointment.



## Take the drama out of Minor Illness

As qualified healthcare professionals, Pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

Many pharmacies are open until late and at weekends. You don't need an appointment – you can just walk in.

Most pharmacies have a private consultation room where you can discuss issues with pharmacy staff without being overheard.

## Phlebotomy chair donation

We are hugely grateful to Dennis Wright for the donation to the nursing team in memory of his wife Doreen Wright. The donation was used to purchase a much needed phlebotomy (blood taking) chair which ensures a more comfortable experience for our patients and nurses. Thank you again.



Wuhan Novel Coronavirus

### If you have been to Wuhan, China, in the last 14 days ...

**Stay indoors and avoid contact with others**

**Contact NHS 111 for advice**

**Please follow this advice even if you do not have symptoms of the virus**

**Do not go to work, school or public areas**

**Avoid visitors in your home**

**Avoid using public transport or taxis**

Visit [NHS.UK](https://www.nhs.uk) for more information

**Symptoms to look out for:**

 Cough  
 Runny nose  
 Sore throat  
 Fever  
 Difficulty breathing

## Wuhan novel coronavirus

If you have returned from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau, in the last 14 days. Stay indoors and avoid contact with others.

Contact NHS 111 for advice  
Please follow this advice even if you do not have symptoms of the virus.

## Staff Updates

- Nurse Practitioner Caroline Lester has joined the surgery and will be seeing patients for Same Day Minor Illness appointments.
- Nurse Rachel Clarke has joined the nursing team as Health Care Assistant and her work includes Dressings, Phlebotomy (blood taking), Health Checks etc.
- Nurse Fi Tyas has joined the nursing team as a Health Care Assistant, and her work includes phlebotomy and health checks.
- Nurse Wendy Fraser has joined the nursing team and she covers most long term illnesses including asthma, diabetes, blood pressure reviews and more.
- Clinical Pharmacist Jenni Scott has joined the surgery in a new role, seeing patients for medicine reviews and hypertensive (blood pressure) reviews.
- We say a fond farewell to Dr Victoria Talboys who has moved on to another surgery in Norfolk. Good Luck for the future!

## Couch to 5k

If the New Years Resolutions are starting to fade and you want to kick start your fitness why not download the couch to 5k app. We have many patients and staff taking part who have seen a significant improvement in their motivation and running. The App is free to download and gently takes you from no running to being able to complete a 5k run.



## Free NHS Healthchecks for anyone aged 40 -74

If you are aged between 40 and 74 and do not have a pre existing condition such as heart disease, kidney disease, diabetes, or high blood pressure you may be eligible for a free NHS Healthcheck every 5 years. The check is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. You will have a 30 minute appointment with a Nurse who will ask lifestyle questions, check your weight, height, Blood Pressure and carry out a cholesterol blood test in the appointment. To check if you are eligible and to book in please speak to reception.

Welcome to

**NHS  
HEALTH  
CHECK**

Helping you prevent

diabetes

heart disease

kidney disease

stroke & dementia

# Keep us updated so we can keep you updated



We have exciting updates coming to the way we work and want to make sure you are the first to know about any changes. Keep a look out on our Facebook page, newsletters, in surgery and on our website but most importantly PLEASE make sure we have your up to date email addresses and mobile numbers so we can update you. If you don't keep us updated we cant keep you updated. Tell reception or your clinician who can update your records.



Visit our Facebook page for advice and any 'on the day' updates. Search for Wymondham Medical Centre and give us a like. Please note we cannot respond to

individual messages on facebook, as we do not monitor it every day.

## FLU UPDATE

This flu season we have given 4500 flu injections to our eligible patients, which is a fantastic amount and 77% of our over 65s. We should know next season's flu dates by Spring so keep watching out for the dates. Unfortunately the flu strain changes every year so it is something recommended to have each year. You cannot catch flu from the flu injection, if you are ill afterwards it is likely to be something you already had or a different strain of flu/cold.

## What should happen to you in an emergency?

### Recommended Summary Plan for Emergency Care and Treatment (ReSPECT)

The ReSPECT process creates personalised recommendations for your clinical care in emergency situations in which you are not able to decide for yourself or communicate your wishes. Anyone may have a ReSPECT form, but it will have increasing relevance for people who have particular needs; for those who are likely to be nearing the end of their lives; or for those who want to record their care and treatment preferences for any other reason. Find out more at [www.respectprocess.org.uk](http://www.respectprocess.org.uk)