

# Theatre Royal Surgery Autumn Newsletter 2017



[www.theatresurgery.com](http://www.theatresurgery.com)



September 2017

You can download a copy of this newsletter from our website.

**Do you have a login for our online services? Ask at Reception!**



## Staffing Changes

It is with great sadness that we have to inform you that **Dr Tim Rice** will be leaving the practice. Tim joined as a full time partner in January 2012 and has been a welcome addition to the team ever since. However, the time has come for him to move to pastures new! He will still be working with us until the end of this year.

We welcomed **Jen Randall**, our new nurse practitioner, to the surgery in June and she is already proving to be of great help to us. We have also welcomed 2 new members of staff to the administration team. **Emma Tilley** is our new receptionist and **Isabel Druce** is our new apprentice. Isabel has taken over the role from **Alicia Element** as she has finished her 12 month apprenticeship and is now one of our friendly receptionists!

Along with new additions to our administration team we did have to say goodbye to one of the consulting team; **Dr Hitesh Patel** left us at the beginning of August having completed his 6 month placement. The next step of his training is at Hellesdon Hospital working in the Mental Health Department. All of the staff here wish him the best of luck for the future. However, we are pleased to say that we now have **Dr Emilie Slack** who will be with the team for a 4 month period as part of her F2 training programme.

## Facebook Page

We are pleased to inform patients that we have now set up a Facebook page for the Surgery. We hope that this will mean that more people will be able to keep up to date with the latest news and updates from us.

Please head on over and give us a like and be sure to share the page so that others can follow it too! – [www.facebook.com/theatreroyalsurgery](https://www.facebook.com/theatreroyalsurgery)



## Flu Clinic

We are now taking bookings for this year's flu clinic! The clinic dates are set to be **Saturday 07 October** and **Saturday 04 November 2017**.

If you are in an at risk category please contact reception to get booked in to receive your vaccination now!

## Wasted GP and Nurse Appointments

Each month we tally up the number of consultations where patients did not turn up for their appointment and did not call us to cancel. We then use the figures to work out the cost of these missed appointments on the NHS by the type of appointment e.g. GP, Nurse, Bloods etc.

**August 2017** - 130 appointments wasted - cost to NHS = **£1,890**

**July 2017** - 203 appointments wasted - cost to NHS = **£3,818**

**June 2017** - 180 appointments wasted - cost to NHS = **£3,442**

*These are the costs for one average sized GP practice in one month!*



## Supporting Unpaid Carers Service

A new contract has been awarded to a partnership lead by Voluntary Norfolk to take over the service provided to unpaid carers. The new service will replace the one provided by Norfolk Carers Support. It aims to ensure that people have a positive experience of both care and support and should enhance the quality of life for people with care and support needs. The existing service will be provided until the 31 September 2017 until the new one is set up which should be by the 01 October 2017. More information can be found on the Norfolk County Council website in their July Newsletter.



## Friends and Family Tests

A reminder to all patients that it is really helpful for the practice if you have a spare few moments when you are in the surgery to fill out our Friends and Family Test. It is a short survey that allows you to voice your opinion on the surgery and give your comments on what we are doing well and what you feel could be improved. There is a supply of the tests on the front reception desk, if you can't see them please ask a member of reception who will be happy to provide you with a copy.

Alternatively you can also fill the form in online by following the link under 'Have your say' on the surgery website.

It is really beneficial for us to have some feedback from you, the patients, as it will help to improve the service that we provide.



## GP Recruitment Scheme



Around 9 months ago our practice took part in the 'Targeted Enhanced Recruitment Scheme', along with 'Different Practices' it aims to encourage doctors to return to/stay within the General Practice sector and to support those who wish to work in England as GP's. Both Dr Rice and Dr Koch took part in an interview to explain more about our practice. Please feel free to go over and have a look at the interview by visiting <http://differentpractices.co.uk/vacancies/theatre-royal-surgery-dereham-norfolk>

## Psychological Help For People Affected By a Traumatic Event

In light of the tragic terror attacks, GP's across the country have been sent a letter with practical advice for patients who may be suffering ongoing mental health problems following these situations or other traumatic events. If you feel that you have been affected by any of the recent events please don't hesitate to get in contact with your GP for support and guidance.



## New Baby clinic at the Norfolk and Norwich University Hospital

A new service has been set up in Blakeney Ward at the Norfolk and Norwich University Hospital. It will provide a space for families to go whilst routine new born checks are being carried out and will allow new parents to get advice from healthcare professionals before they return home from hospital. The aim is to provide a more streamlined and relaxed service to patients.

## Patient Participation Group

We are keen to get the Patient Participation Group up and running once again. Steph has taken over the lead role of this. Please take a moment to read the short message from her below:

*'After taking on the role of PPG Co-ordinator I am keen to revamp the group and give it a new lease of life. Therefore, I am looking to re-create the virtual panel of patients from a wide range of ages (over 16) & ethnic groups whom would be happy to occasionally receive emails from the surgery asking for opinions on a range of aspects of the surgery, new ideas etc.'*

*If you think this could be you please follow the link on the 'Quick Links' tree, under 'Have Your Say' on the surgery website and sign up!*

*I look forward to hearing from you!*

*Stephanie'*

