

Theatre Royal Surgery

March Newsletter 2018



www.theatresurgery.com

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Staffing Changes

A new year brings new staffing changes to Theatre Royal Surgery. As I am sure most of our patients are aware, **Dr Tim Rice** sadly left the practice at the end of 2017 to start a new life with his young family in Australia. We were sad to see him go but wish him the best of luck.

Dr Emilie Slack completed her 4 month training programme and has now gone back to the Norfolk and Norwich University Hospital to continue on her learning path!

We are pleased to welcome both **Dr Krupa Patel** and **Dr Cristina Ghetu** to the practice. Dr Ghetu is with the surgery under the NHS induction scheme on a 6 month placement and Dr Patel will be working with us as a 6 session salaried GP.



Dr Krupa Patel

Dr Krupa Patel started in December 2017 and has taken the place of Dr Rice. Please see her introduction below:

'I qualified as a doctor in 2011 from the Charles University in Prague and trained as a GP in Norfolk. Originally from London after my university training I decided to move to Norfolk where I have now settled down.

I previously worked as a Locum GP and decided to join Theatre Royal Surgery as a salaried GP where I work 6 sessions a week.

I enjoy spending time outdoors, running and swimming and have previously run a couple of marathons.

I aim to train as a GP tutor and am currently responsible for safeguarding at the practice.'

Admiral Nursing Service

Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia. Working in partnership with Dementia UK, the central Norfolk Clinical Commissioning Groups have commissioned an Admiral Nursing Service to provide support to those families in need. If you feel that this could apply to you please contact the secretaries.



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.

February 2018 - 181 appointments wasted - cost to NHS = **£3, 310**

January 2018 - 187 appointments wasted - cost to NHS = **£3, 742**

December 2017 - 145 appointments wasted - cost to NHS = **£2, 835**

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

Text Messaging

A reminder to patients that if you provide the surgery with an up to date mobile number, we can send SMS reminders for appointments as well as things such as when we are booking for our annual flu clinics etc. Please inform our reception staff if you wish to add your mobile number to your medical record.



Choose Well East of England App

A new app has been launched by The Queen Elizabeth Hospital and West Norfolk Clinical Commissioning Group which has been designed to help people make the right choice for their health care. It allows you to get advice on self-care and alternative services to the emergency department/GP such as pharmacies and urgent care centres (as well as pointing out the nearest services to you). Not only this, it also gives helpful advice until you can seek medical attention.

The 'Choose Well' app has been launched across all app stores.



Blood Taking Clinic at the Norfolk and Norwich University Hospital



The Norfolk and Norwich University Hospital run a walk-in phlebotomy service for patients who may find it more convenient to attend the hospital for their blood tests requested by the doctor (or if the blood tests are requested by the hospital consultant we are unable to take the sample at the surgery unfortunately). The clinics are open 8.30am-4.45pm Monday to Friday as normal however a new late night clinic has been introduced which is run from the General Medical Reception, East Block, Level 3 which is open 5.20pm-8.40pm on Tuesdays. Please be aware this service is for **booked appointments only** – please phone **01603 286921** if you wish to attend and also be aware that you must be **over 18 years of age** for the late night clinic and you will need your blood form which can be collected from reception along with more information on the service.

Self-Care Campaign

Our Local Commissioning Group (South Norfolk CCG), along with Great Yarmouth & Waveney, West Norfolk and Norwich CCG's, does not support the prescribing of medication that can be bought over the counter for common illnesses/minor ailments that could be treated at home. This includes (but is not limited to) medications such as paracetamol/ibuprofen, allergy medications and cough & cold remedies.



To put into perspective how much money is being spent on medications that should be purchased by patients...

Last year **£5.7 million** was spent on remedies for minor conditions. Of this:-

- **£800,000** was on **muscle pain medication** which could have been purchased for £1.60 on average over the counter. Paracetamol is as low as 23p in some shops whereas it is £8.60 on prescription.
- **£666,000** on **allergy medications**
- **£2 million** on **moisturising lotions**

The money spent on moisturising lotions alone could have paid for 339 hip replacement operations.

What are the reasons for this campaign?

There are many reasons as to why the NHS is not supporting the prescribing of medication that is available to purchase over the counter. These are as follows:

- Patients can often look after themselves and their children; advice for treating minor conditions can be given by a local pharmacy if needed.
- Patients should keep a small supply of simple treatments in their own medicine cabinet so that they are able to manage minor ailments at home. These should be kept secured from young children.
- All these medicines are widely available from supermarkets and pharmacies at a reasonable cost and do not need a prescription.
- Many of these treatments are more expensive when prescribed on the NHS compared to when they are purchased in pharmacies or supermarkets. For example, paracetamol is approximately **FOUR TIMES** as expensive on prescription.
- The NHS belongs to everybody and the CCG must ensure that their resources are used in the best possible way for all patients

What can **YOU** do to help?

Where you can, please do not ask your doctor for medication which you can buy yourself over the counter. As your pharmacist - they are highly trained to help you



Ambulance Response Times

The ambulance service is working to improve response times across the country. The operators that you speak to when you dial 999 are being given more time to talk with you and decide the most appropriate response. The average times have been changed and differ depending on how serious the emergency is – they will try to get to those people most in need.

Please bear in mind that the ambulance service is very busy. Please only dial 999 in a genuine medical emergency and remember that if it is urgent but not an emergency dial 111.

Theatre Royal Surgery Walking Group

The TRS Walking Group has been meeting every day, Monday to Friday for over a year now.

Whatever your reason for getting some fresh air, the group meets at the Neatherd car park at 12:30pm (ish) and starts walking at 12:45pm. For those just starting out, there is the opportunity to walk for just half an hour with John our Emergency Care Practitioner. If you feel more ambitious, then you can of course walk further with the more experienced group.

We have received interest already from a few new faces, so you will not be alone. Either way, we extend a warm welcome to anyone who wishes to give it a go.



Physicians Associates (PA)



Physicians Associates are highly trained health practitioners that have all the skills of a doctor but are not yet able to prescribe.

They will be joining us to see how general practice works and every patient that they assess will be reviewed by a GP afterwards with the PA. This allows them to acquire skills and become more familiar with problems in primary care.

We have one female and one male PA joining us on a 6 week placement and they will see all of the usual problems that a GP would deal with.

We would be grateful if you would assist us in providing a good learning experience for them. Thank you in advance for your help.

Please see a short introduction and a little bit of information about each of them below.

Henry Edwards:

'I am a final year Physician Associate and I will be learning from working within the practice for six weeks. I most recently worked at the Norfolk and Norwich University Hospital. Prior to that I worked as a physiotherapist in Brighton.'



Henry is due to start his placement with us on 3 April 2018.



Iman Satar:

'Hi my name is Iman Satar. I am a 2nd Year Physician Associate student at the UEA. I graduated from the University of Aberdeen having studied Physiology. I enjoy travelling, spending time with family and friends and good food.'

Iman is due to start her placement with us on 10 April 2018.