

CHET VALLEY MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP



Our next meeting will be held on

Tuesday 26th September 2017

Kerrie Gallagher

Community Capacity Manager, SNDC
“South Norfolk Help Hub & Social Prescribing”
A Multi-Agency Partnership

at 7.30 pm

Doors open at 7.15pm
Refreshments on the night

PLEASE JOIN US EVERYONE WELCOME

All patients are members of the Patient Participation Group and are welcome at the meetings.

Remember you can check our website:
www.loddondoctorsurgery.co.uk

Our website also has a link to EMIS access for booking or cancelling appointments and to order repeat medication.

PULSE

Newsletter

September 2017



George House, 40-48 George Lane,
Loddon, Norfolk NR14 6QH

TELEPHONE OPTIONS

0-To cancel an appointment

Answer machine 24 hrs

1-To make or change an appointment

2-General Enquiries

Out of Hours - 111

TELEPHONE

8.30-6pm

01508 520222

Fax: 01508 528579



Dispensary line: 10-12 noon 2-5pm
01508 522769

Email: loddon.doctors@nhs.net

Website: www.loddondoctorsurgery.co.uk

STAFF NEWS

There have been some recent changes within our staff. Sadly Nurse Liz Cook Left us at the end of August and although a replacement has been found she will not be joining us until October when we will also be employing a "Practice Community Nurse". This does mean that we won't be able to offer the usual amount of appointments with the nursing team but we are working to make sure the impact on patients is minimal.

GP Trainee, Dr. Richard Draeger recently joined us. He is a fully qualified doctor who is with us to gain experience within a GP practice.

ONLINE EMIS ACCESS

If you have not already done so, you might like to register for "Online" patient access. This enables patient's to request repeat medication and book or cancel appointments online. Usually this process can be completed while you wait. If you wish to register for "online" access please bring in Identification Documents with you as per below.

ID Required: One from each group

- Passport, Driving Licence, Biometric residence permit, (documents must be valid ie, within date)
- Proof of residence, which may include: Council tax bill, bank statement, P60, P40, mortgage statement, benefit statement (sight of name and address is sufficient) **no more than 3 months old**

FLU CLINICS



We are running Flu clinics for adults on two Saturday mornings during September

This is available to

ALL patients aged 65 and over and patients aged 18-64 who are in an "at risk" group

Please contact us if you need to check your eligibility.



Patients with surname beginning A-K
Saturday 23rd September: 8am-12noon

Patients with surname beginning L-Z
Saturday 30th September: 8am-12noon

If you are eligible but DO NOT wish to have the vaccine please notify the practice so that your medical records can be updated.

Please note we will only be sending invitations to those patients who are eligible for Flu vaccination for the first time this year.

Eligible patients under 18yrs will be invited to attend separately run clinics

TEXT APPOINTMENT REMINDERS

Please do **NOT** rely on receiving a text message reminder for your appointment as there are occasions when a system error prevents a text reminder being sent.

SURGERY CLOSURE

The Practice will be closed for staff training on

Friday 6th October 2pm onwards

Thursday 16th November 12.30-3pm

We apologise for any inconvenience this may cause.

If urgent medical advice is needed during this time please contact:

Medicom on 01603 481253

South Norfolk Help Hub -Social Prescribing

Chet Valley Medical Practice has teamed up with South Norfolk District Council to provide a new non-medical service called 'South Norfolk Help Hub -Social Prescribing'. The Help Hub is a service which helps people to get support as soon as possible if they begin to experience problems, for example supporting patients who have social and emotional problems, help managing financial problems, are lonely and isolated, facing problems with bringing up a young family, housing issues.

From Friday 15 September, GP's, nurses and staff here at the Practice will be able to refer patients to Jake Kabula, the Community Communicator for this area. Jake will be available to see patients face-to-face in one of our consulting rooms on a Friday morning. Jake can offer support and encouragement to access a range of local non-clinical services or community activities.

For more information visit: <https://www.south-norfolk.gov.uk/social-prescribing>