

WINDMILL FLYER



www.coastaldocctors.co.uk

Dec 2017—Mar 2018

Welcome to the new Windmill Surgery Newsletter.

MADE IN ASSOCIATION WITH WINDMILL PPG.

THE TEAM

GP Partner

- Dr Clive Aiton.

Salaried GPs

- Dr Wendy Clark
- Dr Andrew Thompson
- Dr Chathuri

Hadinnapola

Regular Locum Doctors

- Dr Kevin D'Mello
- Dr Pooja Kogod
- Dr Asha Rattan

Nursing Team

- Deborah Fish
- Jo Seaman
- Margaret Dassent

HCA Team

- Vicki
- Jane
- Mel (phlebotomy)

Practice Manager

- Sharon Marsden

Site Lead

- Abi

Deputy Site Lead

- Hayley

Reception Team

- Christine
- Jodie
- Kate

Dispensary Team

- Emily
- Liz

Administration

- Jenny
- Josephine (secretary)

We are happy to announce the first of our Quarterly Newsletters. These will be going out 3 monthly and will be filled with Surgery news, updates and helpful information. If you wish to receive this newsletter via email please let a member of staff know or alternatively tear off and fill in the slip on the back of this newsletter.

STAFF: A big welcome to GP partner Dr Clive Aiton, who has moved to Windmill Surgery from our Hemsby Surgery, and a sad farewell to Dr Bernd Strathausen who has retired after 3 years of service at Windmill Surgery. We also wish a fond farewell and good luck to Dr Chathuri Hadinnapola who has just gone off on maternity leave and will be gone for 13 months. Dr Pooja Kogod will be covering her maternity leave. We also have a new phlebotomist, Mel.

PHONES: The Surgery has been experiencing phone issues in the form of calls cutting out. This is an on-going problem and we are liaising constantly with our supplier and Open Reach to resolve the matter. We will be changing shortly to a new system which should resolve these problems fully. We thank you for your continued support and patience regarding this matter, it is much appreciated.

Taking care of yourself in the winter The common cold

written by Mary Weatherstone Head pharmacist for Coastal Partnership.



In the winter season more of us tend to catch colds. Colds are mild viral infections causing blocked, runny noses, sneezing, coughs, sore throats and sometimes a slightly raised temperature. While these symptoms are unpleasant, a cold is usually harmless and can be simply treated by easily obtainable remedies from your Pharmacist such as Paracetamol, resting until you feel better, drinking enough fluid and eating healthily. People who smoke should stop as smoking makes the effects of colds worse. Most colds get better on their own without treatment. Antibiotics won't work against viruses. Only contact your Doctor if your temperature is high (above 39°C), if you have a sharp pain in your chest, if you cough up blood stained mucus, find it hard to breathe, if you have swollen glands in your neck or armpits or your symptoms last longer than 3 weeks. Make sure too that you get your free annual flu jab if you are eligible (check with the surgery to find out if you are). For more information on how to manage colds and other winter ailments pick up one of our leaflets from reception or go to NHS Choices or Self-Care Forum www.selfcareforum.org

S W I N D M I L L S U R G E R Y

A P P O I N T M E N T S

WE ARE OPEN: Monday to Friday: 8:30am—6:00pm

DISPENSARY TIMES: 8:30-1:00. 2:00-6:00. Please note, the dispensary phone line is only open between 9:00am and 1:00pm, Voice message service now available.

For an on the day urgent doctor appointment please contact the Surgery at 8:30am. Pre bookable appointment availability is based on demand and usually averages 2 weeks. We also offer GP telephone appointments for anything you feel can be dealt with over the phone.

What we offer:

- Childhood Immunisations
- Phlebotomy,
- Travel Advice and Immunisations,
- Minor Injury Service,
- Minor Surgery including Cryotherapy,
- Sexual Health - Including coil and contraceptive implant fitting, emergency contraception, C-card scheme and FREE condoms
- Diabetes & Respiratory Specialist clinics
- Chronic Disease Management
- NHS Health Checks to all patients aged 40-75yrs
- Cervical Screening
- Flu Vaccination Clinic

Your Local Pharmacies



Pharmacists play a key role in providing quality healthcare. They're experts in medicines, and use their clinical expertise, together with their practical knowledge, to advise you on common problems, such as coughs, colds, aches and pains.

Did you know that pharmacies can help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception? Lots of pharmacies are open until late and at weekends. You don't need an appointment – you can just walk in. Your pharmacist can also talk to you confidentially without anything being noted in your medical records.

BOOTS, POSTMILL—NR18 0NL

WELL, MARKET STREET—NR18 0AJ

BOOTS, HETHERSETT—NR9 3BA

LLOYDS, ATTLEBOROUGH—NR17 2AH

Practice Questionnaire

Please take the time to fill in one of our improving practice questionnaires, found in the reception area of the surgery. Please pop in the box on reception once completed.

The data collected from this questionnaire will help us identify areas we can improve on, with your help we can take steps to improve quality of care and services.

Results of the questionnaire will be accessible on our website and on this newsletter once available.



Community Groups

Wymondham Diabetes Group— A support group for people and families affected by diabetes. Meets every other month on the 2nd Tuesday at Fairland Church 2-4pm. Contact Anne Hoare on 01953 607494.

Wymondham Access Group (WAG)—is a support group promoting and enabling access to Wymondham and the surrounding area. Call or Text: 07379413313 or email: Contact@accesswymondham.org.

Wymondham Dementia Support Group— Providing a safe, friendly and understanding environment for people living with dementia and their Carers. Meets every Mon & Fri 10am-12:00. Fairland Church. Contact Dianne Fernee on 07712727897.

The Hub—Hub Community Project aims to build a strong and resilient community where everyone is valued, cared for and included. It provides the settings and opportunities for people to be empowered and to grow in relationships and skills. It provides much needed resources and equipping for those in the community who need assistance, enabling people to build strong foundations for their future.

Cup of caring—If you are caring for someone this group can offer you support and respite. The group meets on the second and last Thursday of each month, 10.30am – 12noon at The Hub.

Meeting Point—If you are new to the area, sometimes feel alone or isolated, want to meet new people or simply know you should 'get out more' why not come and join us for coffee and a chat? - Meeting every Friday at 10.30am at The Catholic Church in Wymondham.

The Space Youth Café 6-13 years—A place to come, be yourself, relax and build relationships with the team and other young people. The Space runs throughout the school term and is open to all secondary aged youth. The Space is open Tuesdays (term time) 2.15pm – 4.30pm. 50p entry.

The Hub, Ayton Road, Wymondham, NR18 0QJ 01953 798505.

WINDMILL PPG

Written by PPG Chairman Christopher Longhurst

What is the PPG? PPG stands for patient participation group. The PPG aim to promote the role and benefits of patients, the public, and health professionals to create more understanding of the value of true patient participation, also to help promote and support the practice.

Patients and carers are the *smoke alarms* for the frontline of the NHS. They are often first to spot poor care and have great ideas about how to make care better. They need to be involved in decisions not just about their care, but in designing better care for others. Patient participation groups are a crucial way of harnessing the voice of the patient in primary care, and have much to contribute in improving quality.

Our next meeting is on 30th January 2018 if you wish to have your say in your care please join us. Either leave you details with the reception or contact the Chairman, Christopher Longhurst on 01953 605126.

Email: chris@capernwray.eclipse.co.uk.

If you would like to receive this newsletter via email in the future please fill in below, tear off and hand to the reception team. Thank you.

Name:.....

DOB:.....

MOB:.....

Email Address:.....