

WINDMILL FLYER

MADE IN ASSOCIATION WITH WINDMILL PPG.



www.coastaldoctors.co.uk

Mar 2018 — June 2018

THE TEAM

GP Partner

- Dr Steven Taylor

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 Dasent

HCA Team

- Vicki

- Jane

Practice Manager

- Sharon Marsden

Site Lead

- Abi

Deputy Site Lead

- Hayley

Reception Team

- Christine

- Jodie

- Kate

- Sophie

Dispensary Team

- Emily

- Liz (dispensing Lead)

- Ronnie

Administration

- Jenny

- Josephine (secretary)

SURGERY NEWS

STAFF: A fond farewell to GP Partner Dr Clive Aiton who has moved on from Coastal Partnership. GP Partner Dr Steven Taylor will be joining us for one day a week moving forward. Dr Hadinnapola gave birth on 19/12/17 to a beautiful baby girl named Mayuri Both mother and baby are doing well. A Big welcome to Ronnie and Sophie, who have just joined our dispensary and reception team.

GENERAL: As mentioned in our previous newsletter the Surgery has still 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 thank you for your continued support and patience regarding this matter, it is much appreciated. Patients may have noticed lately that it has been a bit more difficult to book appointments with the GP's. This is due to staff shortages, we apologise for any inconveniences this may have caused any of our patients. We should be up to full capacity soon and ask that you bear with us during this difficult time.

APRIL - BOWEL CANCER AWARENESS MONTH



55? CHECK EVERYTHING'S PEACHY

Around one in twenty people living in the United Kingdom will develop bowel cancer during their lifetime. The sooner bowel cancer is detected before symptoms come about, the better the chances are of recovering from the disease. April is Bowel Cancer Awareness Month encouraging people to talk about the disease with family, friends, workmates or neighbours.

Bowel Cancer Awareness Month is also an opportunity to raise awareness of bowel cancer screening. Screening is the best way of detecting bowel cancer at an early stage.

What are the symptoms?

- Blood in your stools (faeces) or bleeding from your rectum.
- Changes in your normal bowel habits, such as diarrhoea or constipation, which persevere for more than three weeks.
- Stomach pain
- Unexplained weight loss

Screening— Bowel Cancer screening saves lives but at the moment in some areas of the UK only a third of those who receive a test complete it. Screening can detect bowel cancer early before any symptoms appear. It can also prevent bowel cancer from developing by picking up non-cancerous growths that could become cancerous in the future.

The Programme invites all people aged 60 to 74 to take part in bowel cancer screening every 2 years, this consists of sending off a sample when you receive your letter. It also recommends that invites are sent to people to take part in bowel scope screening, a one-off flexible sigmoidoscopy offered to people aged 55 years.

For more info visit: <http://www.bowelcanceruk.org.uk/>

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

APPOINTMENTS

Windmill Surgery, London Road, Wymondham, NR18 0AF. Telephone 01953 607607

Reception email: windmill.reception@nhs.net

Dispensary email: windmill.dispensary@nhs.net

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

The Questionnaires have now been out since Sept 2017, A BIG thank you to everyone who took the time to complete these for us. In total we had 140 completed questionnaires. Here are the initial results. Proposed changes will be discussed and proposed. This information will be in the next Newsletter. Please go to our website for detailed results and comments.

In general 31% of patients thought we provided an excellent Service, 28% said very good, 26% good, 18% fair, 3% poor.

Convenience of day and time of appointment, 17% said we were excellent, 19% said very good, 37% good, 20% fair, 5% poor.

Seeing the Doctor of your choice, 9% said excellent, 11% very good, 18% good, 22% fair, 28% poor.

Satisfaction with GP/Nurse consultation, 26% said excellent, 27% very good, 29% good, 11% fair, 2% poor.

75% of patients said there prescriptions are correctly issued, with 4% saying no, and 21% of patients with no experience. 65% of patients said there prescriptions were ready on time, with 18% saying no, and 17% no experience.

84% of patients feel welcome when they attend surgery, with 4% saying no, and 12% no answer.

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.



Repeat Ordering

- Written by Liz Shepard, Dispensary Lead for Windmill Surgery

Can I just take this moment to welcome Ronnie to the Coastal Dispensary Team, another friendly face to join Emily, myself and the other members of the team that have been of service to you.

We all work together to provide you with an efficient service but we also need your help with this too.

As you will see from the notices we do ask for 48 working

hours notice to get prescriptions dispensed from the time of order to collection. We need to ask this as there is a process in which we have to follow which also has to allow for a GP to see and sign the prescription, then of course once we have it back there may be stock that needs to be ordered.

We thank you very much for your patience with this and do understand there are times emergencies pop up and we will always try to work around this should you need something quickly but 48 hours is much appreciated.

WINDMILL PPG

Please see the PPG Board in reception for more information.

Our next meeting is on May 5th at 5:30 - 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:.....