



LUDHAM AND STALHAM GREEN SURGERIES

NEWSLETTER: JUNE 2012



Welcome to our June newsletter.
Also available on our website www.ludhamsurgery.nhs.uk

Retirement thanks

Dr James Savage writes:
"I would like to thank all my patients and colleagues who have sent cards to mark my retirement from the practice. I am overwhelmed by all the good wishes. Also I received many donations to the charities I nominated and so £215 was donated to the Air Ambulance and £215 was donated to Hunters Heritage Fleet in Ludham to enable youngsters to engage in sailing on the traditional fleet of sailing boats at the bottom of Horsefen Road."



Clinical Waste

Did You Know that there is a **Free Collection Service** for Clinical Waste and Sharps Boxes, provided by North Norfolk District Council? You can contact the council and apply for sacks for clinical waste and sharps boxes for hypodermic needles and arrange for collections from them by calling their **Customer Services Team on 0300 123 1163**.

Once you have requested a clinical waste collection, NNDC will confirm the details and dates in writing. Please do not place clinical waste and/or needles in either your black refuse bins or recycling bins. These services are free for domestic use and require the use of coloured sacks and sharp boxes provided by NNDC

Please note that Clinical Waste that has been used to administer Cytotoxic/Cytostatic medicines or anything you are told to label as Cytotoxic/Cytostatic waste cannot be collected by NNDC – these items will need to be disposed of by the dispensing doctor or pharmacy. Please ask for more information.



NEW: Carer Support Service

Carers come in many guises; young and old, relatives, friends, neighbours. Caring can be a tough job and sometimes having someone to provide a listening ear and offer

emotional and physical support can make all the difference.

In partnership with Carers Forum and GP surgeries in North Norfolk, the NHS is funding a Support Worker, **Amelia Richardson**, to hold monthly sessions in our surgeries to provide one-to-one support to family carers. Her first sessions will be:

Friday 6th July (Ludham)

Friday 3rd August (Stalham Green).

More details available soon. You can book an appointment or have a chat on the phone with her by contacting our Reception staff.



Prescriptions

If you are ordering medication or repeat prescriptions **please allow at least 2 working days** and **wait until after 11am to collect your medication**. This may

prevent a return journey as many medications have to be ordered. Extra time is needed if you order on a day that is **half-day closing**

Ludham–Wednesday pm

Stalham Green–Thursday pm

Just a reminder that you can order your repeat prescriptions from our website:

ludham.dispensary@nhs.net or

stalhamgreen.dispensary@nhs.net

The answerphones are:

Ludham – 01692 678102 and

Stalham Green – 01692 584919, or hand-deliver your repeat prescription at the front entrance of both surgeries.

Consultants/hospital prescriptions – please be aware that if you are issued with a prescription at the hospital and you do not go to the hospital dispensary but choose to bring it to us instead, it make take us **up to 7 working days** to fulfil these requests as items often have to be ordered in.

Congratulations!



- Medical Secretary Denise Hall achieved her NVQ3 in Business and Administration. She is continuing her studies for a Diploma in Medical

Administration.

- Dispenser Jade Grant has completed her apprenticeship, passing her NVQ2 in Pharmacy Service Skills.
- Jade Tilburn passed her NVQ3 Diploma in Customer Service, adding to her dispensary skills.
- Dispenser, Katy Hubbard, gave birth to a baby girl, Abigail in April. We wish them well and hope to see Katy back with us next year.
- Maxine Rye was married in April to Tom McGregor. We wish them every happiness. Maxine left us earlier this year to study as a nurse but you may see her occasionally as she has been standing in as relief Health Care Assistant.



Message in a Bottle

The Lions Message in a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the fridge. As a patient or a carer or relative, you can ring the Lions on 0845 8339502 and they will send out a pack.

www.lionsmd105.org

Do you take levothyroxine?

Patients taking levothyroxine (formerly known as thyroxine) are advised to take their daily dose of thyroxine **before breakfast** as the absorption is better. Any queries please discuss with your doctor.

Medical Prescription Exemptions



Help with Health Costs

People with certain medical conditions can get **free NHS prescriptions** if they have one of the conditions listed below **and** they hold a valid **Medical Exemption Certificate**.

Medical Exemption Certificates are issued on application to people who have:

- A permanent fistula (for example caecostomy, colostomy, laryngostomy or ileostomy) requiring continuous surgical dressing or requiring an appliance
- A form of hypoadrenalism (for example Addison's disease) for which specific substitution therapy is essential
- Diabetes insipidus or other forms of hypopituitarism
- Diabetes mellitus except where treatment is by diet alone
- Hypoparathyroidism
- Myasthenia gravis
- Myxoedema (that is, hypothyroidism requiring thyroid hormone replacement)
- Epilepsy requiring continuous anticonvulsive therapy
- A continuing physical disability which means the person cannot go out without the help of another person. Temporary disabilities do not count even if they last for several months

Or are undergoing treatment for cancer:

- including the effects of cancer; or
- the effects of current or previous cancer treatment

Ask for a Medical Exemption Certificates application form at Reception.

Questions about Dementia?



There are currently 750,000 people living with some form of dementia in the UK. This figure will rise to over one million by 2025.

The **Alzheimer's Society Dementia Community Roadshow** will be visiting

Caister Tesco, Yarmouth Road, Great Yarmouth, Norfolk, NR30 5DL on

Wednesday 13th and Thurs 14th June, 10 am-4 pm.

If you cannot get to the roadshow, find out more about the signs of dementia and what you should do if you are concerned about your own or someone else's memory by making an appointment to see your GP, picking up a leaflet in Reception, or by contacting the Alzheimer's Society Helpline 0845 300 0336 www.alzheimers.org.uk

The new Norfolk Register of Disabled Children and Young People

The NEW Norfolk Register of Disabled Children and Young People is now open. Join now to keep up to date with information, news and events for children and young people with disabilities and their families. A small number of registration packs are available from our Reception, or you can request a pack by calling the **Keeper of the Register** on **01603 714185**, emailing cwdregister@norfolk.gov.uk or downloading an application form from www.time-for-me.org.uk/s147/Application-form.html

Holidays – are you protected?

Holiday season is approaching. If you are intending to travel abroad please ask for advice about immunisations and malaria tablets before you travel.



Holidays – help in flying

If you are disabled or have difficulty in moving around through a temporary injury, did you know that under European law you can receive assistance when you fly to and from Europe? Ask your travel agent or airline about the free service, or contact the **Equality and Human Rights Commission** to find out more. **Tel: 08456 046 610, Textphone 08456 046 620.**

Sorry, we are closed...

Closing is not something we do lightly, but sometimes we need to bring all our Reception and Dispensary staff together for training or essential staff meetings. Both surgeries will be **closed** between **1.00pm and 2.15pm** on **Friday 22nd June 2012** **Friday 20th July 2012** **Dispensaries only** will be closed on **Tuesday 31st July 2012**



STOP PRESS.....Public Notice: The GPs at Ludham and Stalham Green Surgeries **will not be participating in the national industrial action organised by the BMA** due to take place on Thursday 21st June 2012. Both our surgeries will be operating as normal.

Out of Hours

If you need an emergency doctor when the surgery is closed, please call 01692 678611 (Ludham) or 10692 580880 (Stalham Green). For health advice 24 hours a day contact NHS Direct Tel: 0845 4647 www.nhsdirect.nhs.uk

What do you think?

As always, if you have any comments or suggestions for our newsletter please let us know. Please contact: Kate Gabriel on 01692 677031 or e-mail her at kate.gabriel@nhs.net