



Welcome to our latest newsletter. In this edition we provide information about various health and social care services, provided both within and outside the surgery, to share with you and we have a splash of staffing news to bring you up to date with.

Since our last newsletter, our Care Quality Commission inspection report has been published and we briefly touch upon that with a summary of the inspector’s findings. With the summer months here, we provide some useful tips if you suffer from hay fever, have details of the new contact number for the health visitors that work with children and families and share the initial success of the NHS funding slimming world weight loss service. We also highlight the next round of EPIC research, which many of our patients have taken part in before. Enjoy the read. Enjoy the summer!

Introducing the South Norfolk ‘Help Hub’

Undoubtedly there are numerous occasions where health and social care providers need to work together for the benefit of patients and our team of clinicians regularly work with the Norfolk County Council social care team to make sure there is an integrated approach to meeting patients’ needs. For example a frail elderly person we may see regularly because of a heart condition and feel could be at risk of falling in their home, may be introduced by a doctor to the falls assessment team leading to the fitting of some guide rails by Norfolk County Council adult social services.

There are though other types of help that everyone may need at times, without which there could be a detrimental effect on their physical and or mental health. The South Norfolk Help Hub is a partnership between organisations that support people in South Norfolk offering practical support, advice and guidance to help people get back on track. In many cases there are services and organisations available but the challenge is knowing about them and how to contact them.

A team of Community Connectors at the Hub will signpost people to the most appropriate service to meet an individual’s need and this could be for a number of reasons shown here.



Not addressing many of these social issues can lead to a range of different health problems and so acknowledging them early and obtaining support is the best way forward. You can contact the Hub on 01508 533933, text 07860 017323, message via facebook.com/SouthNorfolkHelpHub or visit the website at www.south-norfolk.gov.uk/help-hub. The Community

Connectors have bases in Wymondham, Costessey and Diss at present, although we are talking to the Council about a more local presence here in Poringland.

Supporting weight loss



In our January newsletter, we told you about the new slimming world programme that Norfolk County Council is supporting to help patients with their weight loss. The first patients have now completed the 12 week programme and we have seen some excellent results.

Well done to those patients that have successfully lost weight, which in one case saw a loss of over 2 stone in 12 weeks. Referral onto the programme is via one of our clinicians if we feel that a more structured approach to weight loss is required and will have a positive effect on health both for existing conditions or to prevent the risk of a new cardiovascular condition such as diabetes or having a stroke.

A new number for the health visitors 0300 300 0123

Just one number! That is the message from the team of local health visitors that cover our County. This new number, introduced in the spring, is how parents and carers of young children up to the age of five can obtain advice and support for their young child as part of the wider Children and Young People's Health Services on offer in Norfolk.

Whether it is help with breastfeeding, teething, different stages of development such as walking, talking or sleeping, the health visitor and their support teams can provide advice either on the telephone or face to face and the 0300 number should be your first port of call. We have seen some great examples recently of the help that the health visitors have offered the parents of our younger patients and our reception team will be signposting callers to the health visiting team if they feel this is the appropriate route for help.



The health visitors work closely with our doctors and nurses and liaise with us regarding vaccination programmes, child protection matters and flag any health or developmental matters that they feel the doctor should become involved with.



Many of you may be familiar with this logo. EPIC is a research programme that was established over 20 years ago looking at the relationship between diet and lifestyle and how these affect health, particularly in relation to cancer. Over 300 of our patients signed up to the research and may have taken part in the various health screening checks that have taken place at different intervals. The research team, still working as part of the University of Cambridge, is about to contact patients to see if they are willing to take place in a fifth health check, which will involve attending a local clinic reviewing participants blood pressure, height, weight, waist and hip measurements, lung function and physical activity monitoring. EPIC researchers will be in touch direct.

Happy Diamond Wedding Anniversary!



The third of April 1957 was a very special day for patients Leslie and Mary Dawson of Church Close Arminghall, who married in Kirby Bedon Church on that day. Celebrating 60 years of marriage this year, they enjoyed a fabulous anniversary party at The Oaklands Hotel in Norwich with family and friends.

Whilst accepting best wishes and congratulations from those who helped celebrate this milestone, they asked for no gifts but for people to consider a donation to our surgery. With the

generous sum given and topped up personally by Mr and Mrs Dawson, the Practice purchased a new blood testing machine that will allow us to undertake cholesterol blood tests in Practice. This lovely picture of Mary and Leslie shows them presenting the equipment to Dr O'Connell, who took tips for a long and happy marriage ahead of her own wedding next month. Thank you to all those people who donated.

Proud Dad



Dr Wallace and his wife Laura would like to thank everyone who has sent their best wishes, gifts and cards on the safe arrival of their first child. Ivy Emily Tween Wallace was born on 6th April at the Norfolk and Norwich University. Here she is making her first visit to the surgery when she was just over a month old.



This is our first newsletter since the publication of the report after our CQC inspection earlier in the year.

We were delighted with the outcome of the inspection, which saw the Practice awarded an overall outstanding status.

The inspectors that visited us reviewed many aspects of our Practice including the care we provide, safety, how effective we are in responding to patients' needs, and how well we are managed.

The CQC inspectors also reviewed the range of services and care we extend to different population groups including those with long term conditions and who are vulnerable due to mental health issues.

Our patient reference group met with the Inspectors and gave direct feedback on the services we offer. A full copy of the report is available on our website.

Focus on is our series of newsletter features on specific clinical matters or services and in this edition we explain a little more about treating hay fever at this time of year



With the hay fever season now upon us, many of you may find the need for relief of the symptoms associated with the condition.

Hay fever is caused by an allergy to pollen. Grass pollen is the most common cause and tends to affect people in the 'grass season' during June and July. However, the term is also often used when allergies are caused by other pollens such as tree pollens, which tend to affect people slightly earlier in the season, or weed pollens, which continue until early autumn.

Whilst symptoms can vary from person to person, the common ones include:

- a runny and itchy nose
- a blocked nose
- sneezing
- itchy and watery red eyes
- an itchy throat.

Hay fever can also affect people's asthma including a wheeze and more frequent episodes of breathlessness. Some people only have symptoms of their asthma during the hay fever season. The most commonly used hay fever treatment options are antihistamine nasal sprays or tablets and steroid nasal sprays and eye drops.

Many of these treatments are available over the counter at chemists and pharmacies and are inexpensive and less than the cost of an NHS prescription.

Only if these medicines do not control the symptoms after three or four weeks, then it may be that a prescription treatment is required from one of our doctors or the nurse practitioner.

The pollen count, which measures the number of pollen grains per cubic meter of air, is regularly reported as part of TV, radio, internet or newspaper weather forecasts. A high pollen count is above 50 and the following advice may help when the count is high:

- Keep windows and doors shut
- Avoid large grassy places
- Shower and wash your hair after being outdoors
- Wear wraparound sunglasses
- Keep car windows closed



Generic medication

New imposed arrangements by our drug wholesaler means that we will no longer be able to guarantee a specific make of the generic medication we provide.

Where appropriate we will continue to maximise NHS budgets and prescribe medication by its generic name, but will be unable to guarantee that the medication provided each month will be from the same manufacturer.

Whilst one month you may receive, for example, a pack of tablets made by Teva, the following month the same drug may come from Activas. Both of these Companies are mainline suppliers of medication to pharmacies and dispensaries in England. The type and strength of your medication will remain the same.