

## Useful Contact Numbers

**To access a GP out of Hours:**

**Between 08:00-08:30 & 18:00-18:30 call: 01603 481253**

**Between 18:30-08:00, and all other times including weekends & Bank Holidays call: 111**

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Norfolk and Norwich University Hospital	01603 286286
Spire Hospital Norwich	01603 456181
West Suffolk Hospital	01284 713000
Bury St Edmunds BMI Hospital	01284 701371
Addenbrooke's Hospital	01223 245151
Queen Elizabeth Hospital, King's Lynn	01553 613613
Dereham Hospital	01362 692391
Papworth Hospital	01480 830541
James Paget Hospital	01493 452452
Thetford Community Healthy Living Centre	01842 767600
Norwich Practices' Health and Walk-in Centre	01603 677500
Priscilla Bacon Lodge	01603 255720
Norwich Contraception & Sexual Health Clinic	01603 287345
Norfolk Social Services	0344 8008020
Norwich Pregnancy Crisis Centre	0845 2300123
Rape Crisis Centre (SeVA)	01603 667687
Norfolk Eating Disorders Association	01603 767062
Relate	01603 625333
Alcoholics Anonymous	0845 7697555
Registrar's Office: Norwich	01603 767600

SUMMER 2018

*East Harling and Kenninghall*

*'SCRIPT'*

A QUARTERLY NEWSLETTER PRODUCED BY THE EAST HARLING & KENNINGHALL MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG)

### **BANK HOLIDAY CLOSURE**

The Surgery will be closed all day on Monday 27<sup>th</sup> August 2018  
If you are unwell when the Surgery is closed, please ring NHS 111.  
In the event of an emergency, dial 999.

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### **DID NOT ATTEND OR DNA's**

Whilst we appreciate that patients sometimes have valid reasons for not attending a booked appointment, it would be greatly appreciated if you would *CANCEL* an unwanted one as early as possible to enable us to offer it to someone else.

We now offer the facility to cancel your appointment via SMS Text messaging so you don't even have to phone us. Also, if you have signed up for Patient Access, you can also book and cancel your appointments on-line. Please ask at Reception if you would like to be able to utilise this service.

Over the 3 month period March – May 2018, 240 patients DNA'd their appointment totalling *40 hours of lost clinical time; this is down from 326 DNA's and 54 hours of lost clinical time in the same period last year.* This is obviously very encouraging, so a big THANK YOU, but we still have a way to go and appreciate your help in making this happen.

.... on the subject of Patient Access:

Anyone who has been signed up for a while may have been experiencing problems since the recent upgrade was implemented such that they can no longer access their account.

If you should have *any* difficulties with Patient Access, please contact the Support Centre:

From the home page click on **Support Centre** and on the second page **Contact Support**, then follow the links.

There is also a support page for patients signing in for the first time or having difficulties logging in.

### **STAY SAFE IN THE SUN!!**

Everyone needs to protect their skin from the harmful rays of the sun. Skin cancer has quickly become the UK's most common form of cancer with 100,00 new cases diagnosed every year in Britain alone. Sun exposure, and particularly sunburn, is thought to play a significant part in this rise. Here are some tips from NHS Choices about staying safe in the sun:

*Spend time in the shade between 11 a.m. and 3 p.m.*

***M**ake sure you never burn*

***A**im to cover up with a T-shirt, hat and sunglasses*

***R**emember to take extra care with children*

***T**hen use fact 15+ sunscreen*

Make sure you drink plenty of water (1-2 litres per day) and avoid too much alcohol.

If you take the advice above, there are great benefits to getting outside in the sunshine; not only does it provides our bodies with Vitamin D which strengthens the bones, it is a real tonic for lifting to mood.

So, get out and enjoy the sun, but remember the 'SMART' rules above.

### **HAY FEVER**

Hay fever is usually at its worst between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest. It is a common allergic condition that affects up to one in five people at some point in their life and symptoms can include: sneezing, runny or blocked nose and itchy eyes and are caused by an allergic reaction to pollen.

Treatment options for hay fever include antihistamines which can help prevent an allergic reaction from happening and corticosteroids (steroids) which help reduce levels of inflammation and swelling.

Many cases of hay fever can be controlled using over-the-counter medication available from your Pharmacist. However, if your symptoms are more troublesome it's worth contacting the Surgery for advice as you may require prescription medication.

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### **2018/19 FLU SEASON CLINIC DATES**

**KENNINGHALL SURGERY ~ Wednesday 26<sup>th</sup> September**

**EAST HARLING SURGERY ~ Saturday 29<sup>th</sup> September**

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**Join your Surgery Patient Participation Group**

**Our meetings are moving to 6.30 p.m. on Monday evenings**

**New members always welcome**

If you are interested in joining our PPG please email us at: [ehandkppg@gmail.com](mailto:ehandkppg@gmail.com) or telephone Rebecca Leech, Assistant Practice Manager at East Harling Surgery on 01953 717204.