



### Telephone Numbers

Could you please ensure your contact information is up to date on your medical record. If you need to update us with any new contact information, please speak to a member of our reception team.

### Improved Access Appointments

We now offer pre-bookable evening and weekend appointments. We have clinicians available most Monday and Friday evenings and 1in3 Saturdays. These appointments are ideal if you struggle to attend during the working day. Please contact us as normal on 01692 582000 to book an appointment or request an appointment via our website

[www.staithesurgery.co.uk](http://www.staithesurgery.co.uk)

### **Carers Matter – Norfolk**

If you are a carer then knowing there is a plan in place for the person you care for if something happens to you can make a big difference.

You can register your emergency plan online with Norfolk County Council.

See <https://carersmatternorfolk.org.uk/information-and-advice/your-rights/making-an-emergency-plan/>

### **Useful Contact Numbers**

**Emergencies/Life threatening conditions – 999**

**Out of Hours – 111 (the new NHS number)**

**Norfolk & Norwich University Hospital – 01603 286286**

**James Paget University Hospital – 01493 452452**

**Cromer Hospital – 01263 513571**

**Norfolk Carers Support – 01603 219924**

**Children & Young People's Health Services – Health**

Visitor/School Nurse or health advice – 0300 300 0123



# STAITHE SURGERY

## Newsletter – Summer 2023



For general information about the surgery visit [www.staithesurgery.co.uk](http://www.staithesurgery.co.uk)



We are very sad to say goodbye to **Dr Ben Harris** who leaves the practice at the end of June.

Dr Harris has been a partner at Staithe Surgery for 22 years and is extremely valued and respected by all those who have worked with him and have been treated by him.

He will be greatly missed by staff and patients alike.

We would like to take this opportunity to thank Dr Harris for all he has done for the practice and his patients, and we wish him all the very best with his new ventures.

### Staff Updates

We are delighted to welcome a new member of staff to our Clinical Team, **Dr Emma McCarthy**. Dr McCarthy will be working in the practice 2 days a week.

We are sad to announce that **Georgie Snow**, Nurse Practitioner will be leaving us towards the end of July. We wish Georgie all the very best for her new adventure.

We are delighted to announce that **Gary Cartwright**, Nurse Practitioner, will now be working full time at the practice.

## 24/7 Dispensary Machine

We are now placing the majority of suitable medications into the machine ready for collection. When you collect your prescription, a dispensary clerk will discuss this with you.



### Repeat Prescriptions

**3 working days'** notice is required when ordering repeat prescriptions.

***This does not include weekend days or bank holidays.***

Please remember to take your medication with you on holiday. In case you forget, please carry an up-to-date list of your medications with you, which you can then take to a local GP surgery in order to obtain your medication.

**IMPORTANT NOTE:** If you are signed up for our Managed Repeats Service, please remember to bring in your green Managed Repeats card when collecting your medications. When you collect your medication from the dispensing machine, there is a box on the wall for you to deposit your request. Please ask the clerks if you have any queries or need assistance.

## Are you struggling with any mental health or social issues?

### We have a number of support staff who can help...

**Jodie Chaston** (Mental Health & Wellbeing Coach): Jodie can help with a range of issues including women who have been in domestic abuse relationships, identity issues, abuse (physical, mental and financial), depression, bereavement and self-esteem issues.

**Charlotte Redding** (MIND Enhanced Recovery Worker): Charlotte can help with those with ill mental health and those caring for people with ill mental health, lonely and isolated people and people with complex social needs which affect their wellbeing.

**Mark Nudd** (Social Prescriber): Mark can help with housing issues, debt, hardship, welfare rights, relationship difficulties, social isolation, carers issues, health adaptations and health and exercise.

You do not require a referral from a clinician, appointments can be booked by contacting our reception team.

We are delighted to report that thanks to all your generous donations, **Dr Dhesi (and his running legs)** has raised an amazing total of **£3,785** for **Pancreatic Cancer UK**. He managed to complete this in a fantastic time of 4 hours and 22 minutes. Thank you to everybody who supported and donated.

### Did you know you can access a range of services via the NHS APP?

Download the NHS App or open the NHS website up and login to access a range of NHS services online. Once you have access you can:

- Order repeat prescriptions
- View your GP health record to see information like your allergies and medicines
- View your NHS Number
- Use NHS 111 online to answer questions and get instant advice or medical help near you