



Practice Newsletter

Winter 2019/2020



Social Media


"Provide top quality health care to our patients in a cheerful, relaxed, low stress environment by an efficient, amenable and accessible practice team who are well motivated, with a commitment to personal development"

Vida Healthcare, 2016

Stay up to date!

Our social media platforms are a great way of keeping up-to-date with surgery matters, news and useful ideas and services for you to get involved with!

 **@Vidahealthcarenorfolk**

 **@VidaHealthcare**

 **www.vidahealthcare.co.uk**

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Telephone Updates



From 26/11/19 the following changes have been made:

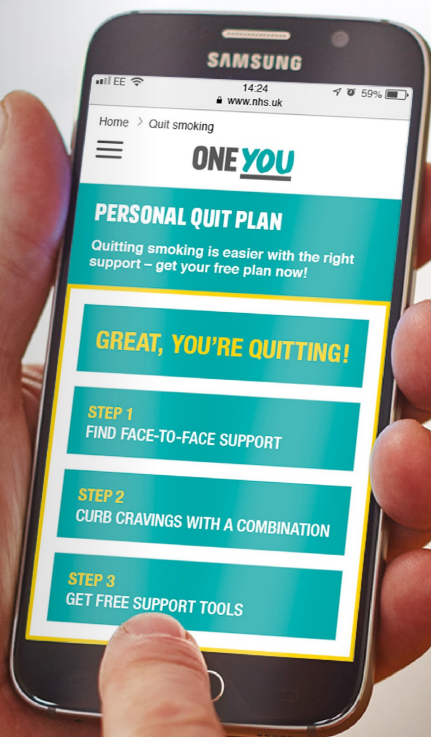
We have changed the way our telephone system works for you. This is because you fed back ideas to improve the way our Patient Solutions Team answers your calls.

We now have a dedicated Carole Brown team answering your calls, this way the team can get to know you and we can manage our calls better. Initial data looks promising with waiting times reducing in the morning. If you have feedback please continue to let us know how well this works for you.



Public Health
England

MAKE 2020 THE YEAR YOU **QUIT** SMOKING FOR GOOD



Search Smokefree
and get your free
Personal Quit Plan.

BECAUSE THERE'S ONLY
ONE YOU



Dispensary

Card Payments

We now have a card machine for taking payments!

Free Delivery

We have a free dispensary delivery service to patients across Gayton Road Health Centre and Carole Brown Surgery for patients who live more than a mile away from a chemist.

Facebook

Find us on Facebook! Search 'Vida Healthcare' or @vidahealthcarenorfolk, here you will find useful information for all of our sites.

Telephone options

Please may we remind you to listen to all options in full when calling us before making your choice, picking the wrong option can cause unnecessary pressure on some departments.

Extended Hours Access



Please be aware that during extended hours appointments or for a special clinic such as flu jabs that the surgery will have limited access routes.

Please follow the directions provided to gain access as not all the building will be open at these times.

Get more control of your health and care

Get the NHS App

- Book and manage appointments at your GP practice
- Securely view your GP medical record
- Order your repeat prescriptions
- Seek self help
- Check your symptoms, get instant advice, and more

www.nhs.uk/nhsapp



YOUR FEEDBACK MATTERS!


Friends and Family Tests

The NHS Friends and Family Test (FFT) is a key opportunity for you to provide us with your honest, anonymous feedback about the care and treatment that you have experienced whilst within our practices. The data from these tests not only provide us with insight into how we could improve our services but they also enable NHS England to gather key statistics regarding how they can improve NHS standards nationally.

The Friends and Family Tests are available at each site on reception. Please speak to a member of the Patients Solutions Team for more information.

If popping into the surgery to complete our test is not convenient, then this test is available online for you to complete simply go to www.vidahealthcare.nhs.uk and click on “Friends and Family Test”

For more information on the Friends and Family Tests, please visit: www.nhs.uk and search Friends and Family Tests

 **NHS Friends & Family Test**

We would like you to think of your recent experience of our service and to then please complete this form. Your feedback will help us to learn what we could improve, and the changes that we could make to ensure that we offer the best possible care.

1. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
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2. What could we change that would improve your experience of the practice?

3. Male ☐ Female ☐

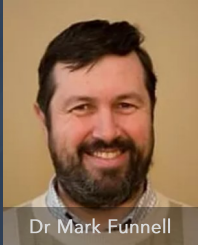
Age band: 0-10yrs ☐ 11-16yrs ☐ 17-24yrs ☐ 25-34yrs ☐ 35-44yrs ☐ 45-54yrs ☐ 55-64yrs ☐ 65-74yrs ☐ 75yrs + ☐

If you do not wish your comments to be made publicly available please tick this box ☐

Look out for the NHS Friends and Family Tests In your surgery and give us your feedback!

STAFF CHANGES

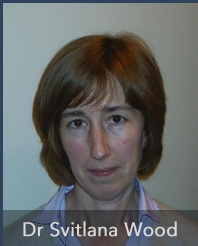
Recently we have seen some staff changes throughout our sites. Please find below who some of these are:



GP - Dr Mark Funnell has moved to Hunstanton Medical Practice from The Hollies Surgery. He will be greatly missed by all at The Hollies but I am sure the patients at Hunstanton Medical Practice will welcome him.



GP - Dr Ranjit Jaiswal is moving on from Vida Healthcare, we would like to wish him all the best for his future.



GP - Dr Svitlana Wood has come to work with us and will be mainly working from Carole Brown Health Centre in Dersingham.

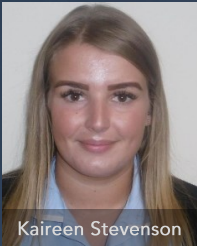


GP - Dr Ghirmai Ehdego will be joining us as a GP and will be mainly working from Gayton Road Health Centre.

There will also be four Cambridge students joining us; Joseph Magee, Heng Chun Wong, Gus Rottenberg and Gautham Kamur.



Nurse - Lyndsey will be joining us as a Health Care Assistant and will be predominantly working at our Carole Brown Site in Dersingham.



Nurse - Kaireen will be joining us as a Health Care Assistant and will be mostly working at our Gayton Road Site in King's Lynn.



Nurse - Patricia will be joining us as a respiratory, well woman and triage nurse and will be working at our Gayton Road Site in King's Lynn.



Nurse - Claire will be joining us as a treatment room nurse and will be predominantly working at our Gayton Road Site in King's Lynn.



Carole Brown Health Centre

Weekdays: 8.15—18.30

Tel: 01485 500139

(extended hours appointments are offered at this site)



The Hollies Surgery

Weekdays: 8.30—18.00

Tel: 01366 310301

(extended hours appointments are offered at this site)



Gayton Road Health Centre

Weekdays: 8.15—18.30

Tel: 01553 600075

(extended hours appointments are offered at this site)



St Augustine's Surgery

Weekdays: 8.00—17.30

Tel: 01553 769674

(The surgery is closed 13.00—14.00 everyday)



Fairstead Surgery

Weekdays: 8.00—17.30

Tel: 01553 772063

(extended hours appointments are offered at this site)



Hunstanton Medical Practice

Weekdays: 8.30—18.00

Tel: 01485 532859

(The surgery is closed 13.00—14.00 on Tuesdays and Thursdays)
(extended hours appointments are offered at this site)

Pharmacy Opening Times

Carole Brown Dispensary: Weekdays: 8.30—18.00

(Closed 13.00—14.00)

STAY UPDATED

 @Vidahealthcarenorfolk

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 www.vidahealthcare.co.uk


Vida
HEALTHCARE
CARING FOR YOUR HEALTH

**IF YOU REQUIRE THIS NEWSLETTER IN A LARGER FORMAT, PLEASE
SPEAK TO A MEMBER OF RECEPTION**