

Primary Care and Surgery Update

Currently at Thorpewood we deal with a range of medical needs—both under the core NHS GP contract and the ‘enhanced services’ which are over and above that contract. Enhanced services are provided in conjunction with the Norfolk Commissioners (CCGs—Clinical Commissioning Groups) and we know that later in the year there will be changes to some services as the commissioners have to make hard choices. For example, we know that the funding for our current Saturday morning clinics will be stopping at the end of June but may be available in a different form. Further details about changes are still to be worked out and are beyond our control. We will however hope to continue to provide the best possible care to our patients within the contracted services.

Norwich Improved Access HUB

We are pleased to be a key part of the Norwich Improved Access Hub and although the appointments available to our patients are not with Thorpewood clinicians, some pre-bookable appointments are now available for our patients 7 days a week, up to 8pm Monday—Saturday and for a shorter timeframe on a Sunday. This is in addition to the NHS Norwich Walk-in-centre available 14 hours a day, 7 days a week from their base in Rouen Road.

Even with these additional appointments, the Norfolk-wide demand for surgery appointments outstrips capacity by more than 9%. Yet, also, according to multiple research, nationally 27% of all GP appointments are ‘avoidable’ and could be dealt with in a different way—so please do not get abusive to our staff if you are signposted to a more appropriate NHS / Social Care facility—the future of the NHS really does depend on small marginal changes to the demand/capacity ratios.

Active Signposting

As mentioned in the last newsletter this is a national NHS England programme and our reception staff are currently undergoing training in order that they are aware of the many other different options available to patients and continue the overall national NHS ethos of “**Right Care, Right Time, Right Place**”.

Social Prescribing

Additionally as one of the NHS England ‘10 High Impact Actions’ **Social Prescribing** allows some individuals’ non-clinical needs to be met by specialists in a GP practice environment. Currently we host representatives from Age UK Norwich at the practice on the last Thursday of every month. They will see anyone over the age of 50 who has a non-clinical need. Examples of their work are in such areas of loneliness, debt information and counselling, housing worries or help with the completion of Benefit forms. If you feel this could be of help to you, please contact the surgery to arrange a 60 minute appointment.

Ian Wilson, Practice Manager

justonenorfolk.nhs.uk Is Live!

Childhood Illnesses
Emotional Help

Staying Safe
Child Development & Additional Needs

Healthy Lifestyles

Welcome to JUSTONENORFOLK.NHS.UK! The new ‘go to’ health website for Norfolk with lots of interactive tools for families and young people to help support themselves and each other.

You can find the NEW Just1Norfolk Health Passport App there too packed with great advice and information for young people.



- Active Norfolk are the County Sports Partnership (CSP) for Norfolk, one of 43 CSPs covering England.
- They work in partnership with organisations to improve and increase opportunities for the people of Norfolk to be physically active, increase participation in sport and physical activity, and support people of all ages to lead healthy and active lifestyles.
- Their mission is to make Norfolk an active, healthy and successful sporting county. Whether you are a sports club, school, coach, volunteer, athlete or just interested in getting involved in sport and physical activity, we can provide you with the support, information and advice you are looking for.

Visit: <https://www.activenorfolk.org/> for more details
or call 01603 732333 or email info@activenorfolk.org

The 12th man : men & mental health - *developed by “The Outsiders”*

Talking about mental health is a strength, not a weakness. #BeThe12thMan

When a football team is playing well and winning, the crowd is usually happy and creates a positive atmosphere. However, the team needs them more when they are struggling for form. This is when the 12th Man is most important.

The 12th Man campaign helps men talk more openly about mental health. It is built upon a foundation of offering unconditional support when it's needed most. It encourages men to be the 12th Man for their families, friends, colleagues and other people in their lives. It empowers to talk about mental health more openly, more often, and without stigma or prejudice.



The 12th Man campaign enables men to support people who are struggling to cope and finding life difficult. Being open with each other will help to end the stigma that can currently be a barrier. Our team offers training, coaching and support for men or organisations who wish to become a 12th Man in their community.

Don't bottle it up. Visit www.12th-man.org.uk Plenty of talking! Join the conversation



A further option to NHS practice based services, is this family-owned business, who run specialist hearing-centre clinics from the surgery twice monthly. Leaflets and further information can be found in the lobby of Thorpewood Surgery.



For those with hearing aids, the NDA offer a Hearing Support Service at our Dussindale Surgery, on the second Tuesday of the month from 2-3pm. No appt needed. Again, leaflets are in the lobby at Thorpewood Surgery with further details.

Staff Changes

We were sad to see some familiar faces moving on to pastures new—Dr Natalie Heyns, Carole Biddlestone and Katrina Mitchell. We thank them for all their hard work and dedication while at Thorpewood and wish them well for the future.

We have been pleased, however, to welcome Holly to the reception team and GP, Dr Stavros Taramanis. In addition, next month will see Mel Sharp, Advanced Nurse Practitioner, joining the clinical team.