



## Holkham Half Ironman

Dr Ben Coghill

**0430hrs, 7th July: my alarm goes, and it's time to gear up for the Holkham Half Outlaw.**

Two years ago I started my six stone weight loss journey and who could have guessed I would so soon be doing a middle distance ultra-triathlon. Having targets to aim for has been instrumental in keeping me going and doing these events, with inspiring friends and colleagues, vital. Dr Ferrar, her husband and the Practice Manager (Sarah Buchan) signed up with me and set us on the way to this 1.2 mile lake swim, 56-mile bike ride and a half marathon run to finish.

All of us completed the course in around six hours amidst some pretty fierce rivalry! This event is just one of many with which the Practice is involved. Last month three of the partners took part in The Norfolk Superhero Challenge helping to raise over £100,000 for The Benjamin Foundation, a local Norfolk charity working with young people. Thank you to all those that sponsored us in various forms!

### Dispensary Delivery

Since March we have been trialling a free delivery service for repeat prescriptions for selected patients. This trial has now finished and we are pleased to announce that this service will continue. If you wish to find out more information and see if you are eligible for this service please speak to a member of the dispensary team.

### Test results

Please telephone either the Fakenham or Walsingham surgeries after 11am for the results of any tests and/or investigations that have been undertaken at the request of your doctor. The Practice does not routinely telephone patients with results.

If your test was undertaken at the request of a hospital consultant, you will need to telephone the hospital to obtain your results.

### 'Did Not Attends' (DNAs)

This is a continuing problem for the NHS. *Surgery Notes* will have a permanent feature 'DNA Corner'. This will show the total number of DNAs since the last Issue. There has been **a TOTAL of 634 DNAs** since our last publication.

■ **Fakenham Medical Practice**  
Reception 01328 851321  
Repeat Prescriptions 01328 850324

■ **Walsingham Branch Surgery and Dispensary**  
01328 820334

■ **Norfolk County Council Social Services**  
NEW NUMBER 0344 800 8020

Fakenham Medical Practice website  
[www.fmp.nhs.uk](http://www.fmp.nhs.uk)

# surgery notes

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## Flu jabs!

**Flu season will soon be upon us and this year we are trying to make things a little easier for you. We are putting flu clinic appointments online for under 65s so you can book at a time that is convenient for you instead of waiting on the phone for an appointment. 65 and overs do not need to book.**

To access this service please do one of the following:

- If you already have online services, just log in and book an Under 65 flu clinic appointment convenient for you.
- If you don't have online services but would like to book online this year please call into reception with photographic ID and the patient coordinators can register you.
- If you don't want to book your appointment online please call the Practice as usual.

We will be running several clinics over different days and times so that everyone who is eligible will be able to attend. Although the Practice is a busy place please do come and have your flu jab with us as we can do other checks at the same time and save you trips to the surgery. If you have your free NHS jab elsewhere, for

example at a pharmacy, it can claim the cost of that vaccination. There are two vaccinations available: one for those 65 and over and one for under 65s as designated by Public Health England. The under 65s will be delivered in batches so make sure you book your appointment to ensure you are vaccinated.



Our clinics will be held on:

**Saturday 28 September 9am – 11.45am**  
*This is for 65 and over only. No need to book, please just walk in.*

**Saturday 12 October time 9am – 11.45am** *Both under 65s who are eligible, and 65 and over. Under 65s by appointment only. 65 and over walk-ins.*

**Saturday 26 October at Walsingham. 9am – 11.45am** *Both under 65s who are eligible, and 65 and over. Under 65s by appointment only. 65 and over walk-ins. From the 16 September we will be holding walk-in appointments for the 65 and overs. From 28 October we will be accepting walk-in appointments for under 65s who*

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# Footfall Online Consultations

**NHS England is using technology to empower patients and make it easier for clinicians to deliver high quality care through the use of online consultations.**

Footfall by Silicon Practice Ltd has been chosen as the digital solution for Norfolk practices by Norfolk and Waveney Clinical Commissioning Groups.

Currently, we receive many phone calls from patients wishing to book a face to face appointment or telephone consultation. At peak times it can be very time consuming for patients to get through and this may lead to them becoming frustrated. The digital solution comes fully loaded with the tools that give patients an easy way to help themselves quickly find what they need and minimise their frustration. Footfall guides patients through the options available via a unique decision tree approach or self-help options. This allows patients to safely self-select their own solution but still gives them the ability to contact their GP or another clinician if they need further help or advice.

Footfall will:

## Save on GP appointment time by:

- Encouraging patients to self-manage minor conditions.
- Signposting patients to health providers who can supply the service most suited to the patients' condition.
- Giving alternatives to making a GP appointment.

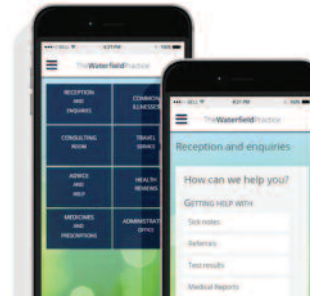
- Reducing the time spent on minor illnesses such as coughs and colds to focus on patients with more complex needs.

## Increase Practice Resource by:

- Allowing Practice staff to process significantly more online requests to each telephone call received.
- Giving Practice staff the time to respond to patients' requests rather than having to deal with requests 'on demand'.
- Providing patients with an easy way to cancel unwanted appointments, thereby reducing DNAs.
- More effective management of demand – for example, enabling patient self-service, trusted online advice and guidance and local group assistance.
- Giving greater capacity to the Practice to register more patients with the same resource.
- Opportunity – deal with multiple requests in one location.
- Improving the response which the Practice can give patients without the need to increase staffing numbers.

## Improve Patient Outcomes

- Improves patient outcomes by shifting care into the right setting ensuring patients receive the right care in the right place.
- 24/7 access to online resources, some of which provide immediate support.



- Saves time as patients only need to attend an appointment when an appointment is needed.
- Allows the patient to get answers to questions when they need it.

We will be starting the implementation of Footfall at both the Fakenham and Walsingham sites in September and will go live during the week of 28 October. The implementation will also involve an improvement to our current website which will make the information more accessible and easier to locate. More information on Footfall can be found at

[www.siliconpractice.co.uk/footfall/](http://www.siliconpractice.co.uk/footfall/)



## Flu jabs!

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are eligible.

You are eligible for a flu vaccine this year if you fall into at least one of the categories below:

- ▶ Aged 65 and over
- ▶ Aged under 65 with one or more of the conditions below:
  - COPD
  - Chronic Heart Disease
  - Chronic Liver Disease
  - Diabetic
  - Pregnant
  - Chronic Neurological Disease
  - Immunocompromised
  - Carer
  - BMI of 40+
  - Asthma (that requires continuous or repeated use of inhaled or systematic steroids)



## Coming shortly MRI Scanning

Global Diagnostics has been awarded a contract to provide MRI and Ultrasound scanning for patients in our area from the beginning of October. It is planned to position a mobile MRI scanning unit at the rear of Fakenham Surgery which will operate on a regular basis to meet demand. This will shorten the waiting time taken for patients who are referred by their GP and avoid having to travel to QEH Kings Lynn or the Norfolk and Norwich University Hospital.