

GAIN activity pilot

The GAIN project aims to increase physical activity for those who take less than 30 minutes activity a week.

GPs and practice nurses may give patients a GAIN leaflet and refer them to ActiveNorfolk for assessment, motivational interviewing and guidance on the locally available physical activities. Increasing physical activity can lead to reduced risk of developing conditions, or improved health in those who are diagnosed with high blood pressure, type 2 diabetes, heart disease, cancers, hip fractures and mental health. Most of the activities are free and include yoga, pilates, walking netball, tai chi, beginners running, racket sports, beginners circuit class and Nordic walking.

www.activenorfolk.org

Signposting

The Practice has been taking part in a project across North Norfolk to direct patients to the right care at the right time, called signposting.



This involves a Medical Receptionist, Triage Nurse or Duty Doctor asking questions about your call and why you feel you need to be seen immediately. This may result in you being 'signposted' to another service, e.g. a clinical pharmacist, or another agency such as social services. This is to connect you with the most appropriate person to help you.

NHS 111 – for urgent medical concerns

NHS 111 is much more than a helpline – if you're worried about an urgent medical concern, you can call 111 to speak to a fully trained adviser. Depending on the situation, the team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one. The advisers can also assess if you need an ambulance and will send one immediately if necessary.

When should I call NHS 111? If you're worried about an urgent medical concern, call 111 and speak to an adviser. For less urgent health needs, contact your GP or local pharmacist.

NHS 111 service is staffed 24 hours a day, 7 days a week. The advisers will ask questions to assess your symptoms and, depending on the situation, will then:

- ▶ give you self-care advice
- ▶ connect you to a nurse, emergency dentist or GP
- ▶ book you a face-to-face appointment
- ▶ send an ambulance directly, if necessary
- ▶ direct you to the local service that can help you best with your concern

█ Fakenham Medical Practice
 Reception 01328 851321
 Repeat Prescriptions 01328 850324
█ Walsingham Branch Surgery and Dispensary
 01328 820334
█ Norfolk County Council
 Social Services
 01328 850100
 Fakenham Medical Practice website
www.fmp.nhs.uk

surgery notes

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Patient survey

From January to the end of March 2018, more than two million people registered with GP practices will be invited to answer a postal questionnaire about their experiences. For the first time, 16 and 17 year olds will be included. The questionnaire has been redesigned to measure new ways of working such as online services and extended opening hours. Practices can refer any queries to gppatientsurvey@ipsos-mori.com. (Accessibility support is offered to help patients take part.)



Your views are important to us. Please give us your feedback and help us improve our services for you

Training of Year 4 and Year 5 Cambridge University medical students

In late 2017 the Practice was delighted to be approved by Cambridge University as a General Practice Provider Organisation (GPPO) to train medical students in their fourth and fifth years of training. The Practice hosted the first cohort of four Year 4 medical students from 30 January – 8 February 2018. Students sit in on patient consultations with their GP trainers. Patients' permission for this is always requested prior to the consultations. Students work together in pairs to carry out

consultations with patients under supervision of their GP trainers. The Practice is thrilled to be part of developing GPs for the future.

Inside **surgery notes**
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My campaign to lose weight

Dr Ben Coghill loses 6 stone in 9 months

I left the Army almost three years ago now and if there is one thing they are really very good at it is eating and drinking – I excelled, particularly at the former.

While serving in the forces this huge consumption of calories could be met by equally huge amounts of exercise and activity: this was not the case with civilian rural General Practice and I found myself very rapidly classed as obese. Family would tell me otherwise but a

Now for the diet... not the fun part and so I did not start straight into this until I was doing some exercise

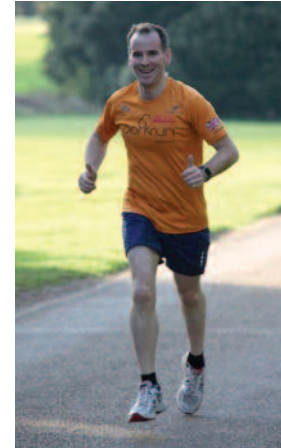
general lack of energy, aching back and ever increasing trips to buy new clothes told me different – something had to change and I had to do it. Change is always about first recognising the problem and really wanting to change – without that you will struggle to succeed.

Where to start though – with something fun!

I started playing squash with

colleagues once a week; I have won one game in nine months but the aim was being active and that you achieve by turning up. I am not sure I would have succeeded if I had not enjoyed it. I soon added in a morning session at the gym before surgery and a 'Couch to 5Km' running programme on my smartphone – I hate running in general but this app was great, easy to use, free and convenient. Over time I have enjoyed running more and now 'Park Run' every Saturday morning and my 5Km time has dropped from 30mins to 23mins. These Park Runs are a great free way of getting into running or even regular walking; as running is purely optional! I will do the Holt 10Km run in October and hope to do the Cambridge Half Marathon in March with other GPs from the surgery. I am sure there will be some healthy competition between us!

Now for the diet... not the fun part and so I did not start straight into this until I was doing some exercise. I found the more I exercised the more I wanted to diet as I wanted my hard work to start paying off on the scales. I also found it vital to weigh myself a few times a week and plot my progress towards my goal weight on an app of my phone – this



Dr Ben Coghill

allowed me to focus on my target. I set myself realistic targets each month to achieve rather than one big unattainable target.

Back to the diet... I have been hungry but my diet works for me and may not be for everyone. The key was around two things. Firstly making my own healthy lunch each day rather than nipping over the road to Morrison's, and not snacking – our patients are extremely generous but too many cakes left around the library can be dangerous to your GP's health! I also now only drink alcohol at parties and eat no beige food (bread, pasta, rice, potatoes) after lunch. Most importantly I suspend all the rules for the weekend – life has to be fun.

Weight loss is all about wanting to do it and just finding the right sustainable way to start. If you eat fewer calories than you burn then you will succeed!

Now I just have to keep it off.

Missed appointments

During the months of October, November and December 2017 at Fakenham Medical Practice (FMP) there were on average 315 appointments per month made but not attended. In some cases patients booked for the same day but did not attend.

In 2014, NHS England estimated that more than 12 million GP visits are missed each year in the UK. That could cost the health service in excess of £162m per year. While the monetary costs speak for themselves, there is also a cost to the patients who have to wait for appointments. The Practice reception team deals with patients on a daily basis

Cost to NHS of missed appointments: £162 million a year (2014 estimate)

who are frustrated because they cannot get an appointment as soon as they would like and it also puts increased workload on clinical staff to deal with patients who need to be seen urgently that day.

If you cannot attend your appointment please let us know via reception. Alternatively, sign up to online services or text messaging services to cancel appointments quickly and easily.