

UEA Medical Centre

Patient Newsletter – Summer 2023

WELCOME

We would like to welcome you to our brand-new quarterly patient newsletter.

The aim of the newsletter is to keep our patients and the local community aware of the goings on here at UEA Medical Centre and provide information that we feel will be beneficial to you.

Assorted topics will be covered within our newsletter, not all medical, and we welcome any suggestions and ideas that you would like us to cover in the future. We are hoping to run four, seasonal editions throughout the year.

IN THIS ISSUE:

- COVID-19 boosters
- Patient Participation Group (PPG)
- Prescription charges
- Appointments – keep it or cancel it!
- Exams – what to do if you are ill
- Medication over Summer vacation
- Going home over Summer?
- Summer skincare
- Travel services
- Is your course soon to finish?
- Student Information Zone (SIZ)
- Mirena coils – update
- Consent for sharing your medical information
- Feeling unwell? Not sure where to go?

COVID-19 spring boosters

People aged 75 years and older, residents in care homes, and those aged 5 years and over with a weakened immune system are being offered a booster of coronavirus (COVID-19) vaccine this spring.

Invites have already gone out but if you haven't received yours and think you are eligible, please call us on 01603 251600 and we can check your eligibility status.

Patient Participation Group (PPG)

We already have a virtual group in place but we need new members!

The practice is looking for people from all ages and backgrounds that are enthusiastic about influencing and improving the way that local health care is delivered.

Want to take part, but no time for meetings? Don't worry - our PPG is virtual.

We will occasionally send you emails asking for your opinion on a range of topics. We are also looking to introduce online Teams meetings once/twice a year to allow members to discuss issues directly with the team including the partners.

If you are interested, please complete the form on our [website](#) and someone will be in touch.

Prescription charges from 1st April 2023

Charges are subject to change on 1st April each year.

- Single charge = £9.65
- 3-month PPC = £31.25
- 12-month prepayment certificate (PPC) = £111.60
- HRT prepayment certificate (PPC) = £19.30

If you will have to pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line **0845 850 0030**
- General Public – **Buy or Renew a PPC online**

There is further information about prescription exemptions and fees on the [NHS website](#).

Appointments – keep it or cancel it!

Of the 15,991 appointments at the practice in Q1 of this year, 1030 (6.4%) did not attend (DNA) their booked GP/nurse appointment. This is equal to **172 hours of wasted appointments!**

With increased demand for GP and nursing services and very little extra funding to facilitate this rise, reducing the DNA rate could make a significant difference to appointment availability.

Please... if you cannot make your appointment, cancel it so someone else can use it!



Exams - Special conditions & what to do if you are ill during exam period

If you feel that a significant illness has affected your exam revision, please complete the [online medical certificate request form](#).

If you need to miss an exam due to illness, you must phone the medical centre ON THE DAY of the exam before it is due to start. Please ensure you tell reception that you have an exam.


IMPORTANT: All students (irrespective of whether you are registered with us or not) phone us on 01603 251600 and ask to be put onto the urgent doctor list for phone triage (same day). Event assessments include;

◆ Examinations ◆ Course Tests ◆ OSCEs (medical students) ◆ OSPEs (pharmacy students)

Visit our website www.umsuea.co.uk and click on 'exam/event assessment' for further information

Medication over summer vacation and review dates

If you are leaving Norwich for summer vacation (but returning in autumn) make sure you order medication in advance before you run out. We can send prescriptions electronically to anywhere in England.

If you are outside of England, you will need to see a local GP close to where you are residing if you need a prescription or if your medication review date is overdue. You can see them as a temporary resident 

If you take regular medication, you will need to have a review on a regular basis - even if the prescription is on as a 'repeat' medication. How often you have a review depends on each individual and the type of drug. You will notice when you get your prescription, a 'review date' and you must book an appointment before this date to ensure continuity of your medication is not interrupted. **This is your responsibility.**

A lot of medication reviews can be done over the phone so please ensure you book a telephone appointment if needed.

NB/Contraceptive pill repeats – can be done over the phone as long as you can provide a recent blood pressure, height and weight. Ask receptionist for details as this also depends on the type of pill you are taking.

Are you going home for summer? Do you know what to do if you need to see a doctor whilst away from UEA/Norwich?

If you need to seek medical assistance from your 'home' GP whilst you are away from Norwich for summer vacation (but due to return to UEA in Autumn) then we **advise that you do not register with them - instead, ask to be seen as a temporary resident.** This means you can still be seen whilst at home, but your main GP is at the UEA Medical Centre with all your medical records. If you do register with your 'home' GP, then you will need to re-register with us when you come back, and your medical records may be delayed in transit. Visit our [website](#) for further information.

Enjoy the summer sunshine safely. Protect yourself from sun damage

Summer is nearly here! Enjoy the sunshine safely! Most skin cancers are caused by over exposure to ultraviolet (UV) rays from the sun or sun beds. For a happy, enjoyable summer in the sun remember the following: **You should check your skin regularly for changes. If you have any concerns, do not delay making an appointment to see a doctor as soon as possible.**

- Spend time in the shade between 11-3pm when the sun is at its strongest
- Make sure you never burn
- Try to cover up with a t-shirt, hat and sunglasses
- Always use a sun protection factor (SPF) 15+ screen/cream
- Remember to take extra care with children
- For further information visit www.sunsmart.org.uk

Travel services...planning to go on holiday soon?

Whether you're off on a package holiday to relax, trekking through the Amazon, on Safari in Africa or exploring the world, our fully qualified and experienced Travel Health nurses can give you expert advice on staying healthy and safe abroad. The travel clinic offers:

- Full travel risk assessments and advice
- Travel vaccinations
- Registered Yellow Fever Centre
- Malaria prophylaxis
- Free parking

Appointments are available throughout the week and you should aim to book your first appointment at least 8 weeks before you are due to travel. We do not give travel advice over the phone.

Your initial appointment will be for 30 minutes and the specialist nurse will run through a personal assessment of risks/needs, taking into account your length of stay, activities and any existing health problems. This assessment will determine which vaccinations/medication you require. Subsequent appointments are usually 15 minutes.



Is your course soon to finish? Are you leaving the UEA?

Congratulations if you have finished your course! If you are no longer studying at the UEA, it does not mean you have to register with a GP elsewhere. As long as you are still living in Norwich (and within our practice boundary) then you can continue to remain registered here if you wish. Just make sure you update your email address with us (if we have your UEA one on record as this will be deactivated) and your other contact details are correct. You can email umsuea@nhs.net with details, but remember to state your full name and date of birth on the email for verification.

Student Information Zone (SIZ)

Need help with learning, student services or finance?

The UEA Student Information Advisors can help provide an initial response to questions and work out next steps. They can show you how to find the information you need online and can make a referral to the right Service if that's required.

F2F: Visit them on The Street (opposite The Union Bar). Monday to Friday 9am – 5pm

Online: SIZ can be accessed 24/7 at siz.uea.ac.uk. To gain full functionality, you need a UEA username and password which you will receive once you have registered as a student.

Email: You can also email student.information.zone@uea.ac.uk with your question

New intrauterine coil contraception guidelines

The FSRH Clinical Effectiveness Unit has recently produced new guidelines. One key change is that the hormonal Mirena (52mg LNG-IUD) intrauterine coil can now be used for 6 years for contraception (rather than 5 years).

This guidance is for all current and future users. There is no change to the length of use of Kyleena or Jaydess, which remain 5 years and 3 years respectively. It is still important for women who use the Mirena coil for endometrial protection in HRT to have their coil changed at 5 years as per previous guidance.



! Consent for sharing your medical information

If you are aged 16+ please be aware that the medical centre **cannot share** any of your personal information without written consent from you.

This includes sharing information with your parents/ guardians, university schools or any other third party that requests information.

(So... if you know it is likely that your parents/guardians are going to ring us - please let them know that we can tell them nothing unless you have signed the form!)

Download the form [here](#) and send it to umsuea@nhs.net

Feeling unwell? Not sure what to do or where to go?

These days there are lots of choices within the NHS. Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time. To help you decide, we have devised a list of services available:

Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
<p>Hangover. Grazed knee. Sore throat. Cough.</p>	<p>Unsure? Confused? Need help?</p>	<p>Diarrhoea. Runny Nose. Painful cough. Headache.</p>	<p>Unwell. Vomiting. Ear pain. Back ache.</p>	<p>If you cannot get to the GP and it is not getting any better.</p>	<p>Choking. Severe bleeding. Chest pain. Blacking out.</p>

Self-care: Best choice of treatment for very minor illness and injuries, such as coughs, colds, sore throats, cuts, bruises etc. Keep a well-stocked medicine cabinet with paracetamol or aspirin, indigestion remedies, plasters, thermometer, anti-diarrhoeal medicine, rehydration mixtures

NHS 111: This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. Confidential health advice and information. You can also get help for your symptoms online <https://111.nhs.uk>

Pharmacy: Closest to us - Boots pharmacy on campus, open Mon-Fri 08:00-18:00 (closed between 13:00-14:00) shut weekends. Many other local pharmacies available, various opening hours. They can provide advice on common illnesses such as colds and coughs including the best medicines to treat them.

GP (Doctor) Surgery: This is us! We are open Monday-Friday 08:00-18:30, alternate Saturdays. Routine and pre-bookable appointments with Doctors, Nurses and other health professionals. Urgent service for urgent same day issues (non-life threatening). For illness and injury that will not go away.

NHS Walk-In Centre: Rouen Road (city centre), Norwich, www.norwichwalkincentre.co.uk
Open 7 days per week (including bank holidays) 07:00-21:00

Accident & Emergency or 999: For critical or life-threatening conditions only.
Norfolk and Norwich Hospital, Colney Lane, Norwich, NR4 7UY

Find an NHS service near you

www.nhs.uk/nhs-services/services-near-you/