

# surgery notes

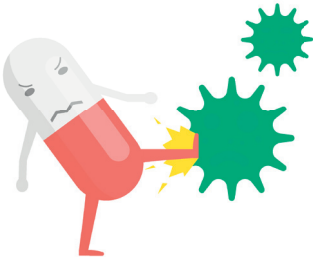
NUMBER 48 SUMMER 2025

## Antibiotics aren't always the answer

As we move into the cough/cold season it's important to remember **Antibiotics do not work on viruses**, such as colds and fu, or runny noses, even if the mucus is thick, yellow, or green.

There is no cure for the common cold, but you can manage the symptoms with rest, fluids and over the counter medication.

**Antibiotics are only needed for treating certain infections caused by bacteria.** Antibiotics also won't help for some common bacterial infections including most cases of bronchitis, many sinus infections, and some ear infections.



**Taking antibiotics creates resistant bacteria.** Antibiotic resistance occurs when bacteria no longer respond to the drugs designed to kill them.

More than **2.8 million** antibiotic-resistant infections occur each year, and more than **35,000** people die as a result.

**If you need antibiotics, take them exactly as prescribed.** Talk with your doctor if you have any questions about your antibiotics.

Common Condition	Common Cause			Are Antibiotics Needed?
	Bacteria	Bacteria or Virus	Virus	
Strep throat	✓			Yes
Whooping cough	✓			Yes
Urinary tract infection	✓			Yes
Sinus infection		✓		Maybe
Middle ear infection		✓		Maybe
Bronchitis/chest cold (in otherwise healthy children and adults)*		✓		No*
Common cold/runny nose			✓	No
Sore throat (except strep)			✓	No
Flu			✓	No

\* Studies show that in otherwise healthy children and adults, antibiotics for bronchitis won't help you feel better.



## We're a Research Practice – You Could Help Shape the Future of Healthcare

Did you know that our practice is actively involved in research projects happening across the UK?

As a research active practice, we occasionally contact patients who may be eligible to take part in clinical studies. These studies are designed to improve our understanding of medical conditions, patient experiences, and sometimes even offer faster access to diagnostic tests or treatment options—potentially well before a referral would usually result in an appointment with a consultant.

Most research projects are targeted at specific

patient groups, so not everyone will be invited to participate. If you are contacted, it's because you may be a good fit for a particular study. Taking part is always completely voluntary and declining to participate will not impact on your usual care.

Some studies might not offer a direct benefit to you, but your involvement could help improve care for others in the future. Every person who takes part helps move medicine forward.

So if you get a message from us inviting you to join a study, we hope you'll consider saying yes.

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## Flu and Covid injections winter 2025

The Government has issued the latest guidance on the Flu and Covid vaccinations for winter 2025.

Flu will be available to the following patients

- Pregnant women
- Individuals aged 65 and over including care home residents and housebound patients
- Those clinically at risk living with chronic health conditions

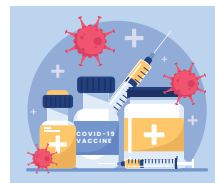
We will be contacting eligible patients in line with the above guidelines from September to book a flu vaccination in October/November

Covid will be available to the following patients

- Residents in a care home for older adults
- All adults aged 75 years and over
- Those who are immunosuppressed

Once again, we will be contacting patients from September to book into appointments in October/November.

Further information is available NHS England  
» Flu and COVID-19 Seasonal Vaccination  
Programme: autumn/ winter 2025/26



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## Requesting an appointment

One of the best ways to request an appointment at the surgery is using our online request form, this

is easy to use and does not require an account.

The forms are open 7am to 6pm Monday to Friday.

**Step 1.** Go to Fakenham medical practice website

**Step 2.** Click the blue box 'contact us online'

**Step 3.** From the how can I help screen, select your request type

**Step 4.** Select the correct form from the list displayed, the list will vary depending on your request

**Step 5.** Answer the questions giving as much information as possible, this really helps us to ensure you see the right person at the right time, this includes adding photo's if asked. The form below is for a cough/cold

## New condition - Cough / Cold

Please fill this in if you require help with a new health problem.

### 1.1 - Details of your condition

\* 1 - Are you coughing up any sputum (i.e. mucus/phlegm)?

- ☐ Yes  
☐ No

\* 3 - Do you have a temperature or fever?

- ☐ Yes  
☐ No  
☐ Don't know

\* 4 - Are you short of breath, other than just after coughing?

- ☐ Yes  
☐ No

\* 5 - Do you get chest pain, other than just after coughing?

- ☐ Yes  
☐ No

6 - Tell us about any other symptoms

\* 7 - How long have you had the cough?

- ☐ Less than 7 days  
☐ Less than 14 days  
☐ 3 - 4 weeks  
☐ More than one month

**Step 6.** Once you have answered the questionnaire and pressed submit, you will be asked for your personal details, you can also complete a form on behalf of someone else.

### Your details

Are you the patient, a healthcare professional or someone else?

☒ Patient ☐ Healthcare professional ☐ Someone else

#### My information

\* Forename

\* Surname

\* Date of birth







**Step 7.** Once complete press submit, your form is now with the Patient co-ordinator to action.

At this point, your form will be assessed by our triage clinician. They will review the information provided and decide on the right appointment for you, with the correct clinician. A reply will then be sent detailing the outcome of your request. We may also contact you to request further information if the clinician feels this is necessary.

**You can also request an appointment by phone,** at busy times you may have to wait for your call to be answered. The patient coordinator will ask for your name, date of birth and address. They will then take down the details of why you are requesting an appointment, they will ask questions to ensure they have all the information the triage clinician requires. This will be assessed, and the appropriate appointment booked.

**Do we have your up-to-date contact details? Not sure? Complete the online update 'my personal details.'**

## Appointments Offered

January to March (Quarter 1)  
23,440 Appointments offered  
19,513 face to face  
3,927 via the telephone

April to June (Quarter 2)  
23,253 Appointments offered  
19,628 face to face  
3,625 via the telephone

## Wasted Appointments

January to March (Quarter 1): 971  
April to June (Quarter 2): 981

**To cancel an appointment**, you can complete an online form, use the link included in the appointment reminder text or phone the surgery 24hrs a day and use our automated service, this is option 1 for appointments, then option 1 to check or cancel an appointment.

## A message from our new CEO

Hello everyone,

My name is Andrew, and I'm delighted to introduce myself as the new CEO of Fakenham Medical Practice. It's a real privilege to have the opportunity to lead such a dedicated and forward-thinking organisation.

Although I'm originally from South Africa, I've called Norfolk home for nearly three years now — and I absolutely love it here. My background is quite varied; I've worked across several industries, most recently as a physiotherapist before transitioning into management and leadership roles.

Having been at the practice for just over seven weeks, I've already been hugely impressed by what the partners and wider team have built here. It's clear that everyone — from our clinical staff to our administrative teams — is committed to delivering high-quality, patient-centred care.

I'm looking forward to supporting the practice as we continue to build on these strong foundations. With the NHS's new 10-year plan recently unveiled, there are many changes ahead — and I'm excited to work alongside the team and with you, our patients, to help shape a positive and sustainable future for local healthcare.

Warm regards,

Andrew



**■ Fakenham Medical Practice**  
Reception 01328 851321

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

Fakenham Medical Practice Website  
[www.fakenham-medical-practice.nhs.uk](http://www.fakenham-medical-practice.nhs.uk)

### Suggestions Box

Polite reminder – Our suggestions box is available to share your great ideas! We're sorry but we are unable to respond to personal or medical questions.