



THE MARKET SURGERY

Patient Participation Group

Newsletter - Spring 2025



Staff Updates

Sadly, at the end of December 2024, we said goodbye to our wonderful Practice Nurse Manager, Lucy Sadler. Lucy worked at the surgery for over 10 years and will be missed greatly by both patients and staff. We would like to take this opportunity to wish Lucy all the very best with her retirement.

Fortunately, we are lucky to have appointed some new nursing staff and look forward to welcoming them to the team in early 2025.

Useful Numbers

- Reception - 01263 733331
- Dispensary - 01263 738580

Did you know we have a Facebook Page?

Please follow our page for useful updates and information.



Have you had your flu vaccine?



If you are eligible and have not yet had your vaccine, please contact us to make an appointment.

Carers Matter Norfolk

Are you looking after a friend or family member who due to illness, disability, mental health or addiction cannot manage without your support?

If so, you are one of 100,000 unpaid carers living in Norfolk and Carers Matter Norfolk are there to support you.

Website: www.carersmatternorfolk.org.uk

Telephone: 0800 083 1148

Email: info@carersmatternorfolk.org.uk



SAVE THE DATE.....HEALTH AWARENESS EVENT

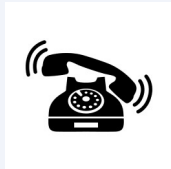
In collaboration with the Town Council, we will be holding a Health Awareness Event at
Aylsham Town Hall.

Thursday 3rd April 2025, 10am—1pm.

Patient Participation Group

Closing of phone lines at 6pm

As of 1st January 2025, our phone lines will close at 6pm, instead of 6.30pm. Please be re-assured we will still be available should you become acutely unwell during this time. If you need to access us, please contact the surgery on 01263 733331 and our answerphone will give you the numbers of who you need to contact. Our front doors will remain open between 6pm-6.30pm.



Ordering a Repeat Prescription

The quickest and easiest way to order your repeat prescription is via the NHS App. Ordering via the NHS App speeds up the process for our dispensary staff as your order is automatically linked to your electronic medical record making it easier and quicker to process your request.

We would like to encourage everyone, where possible to order their repeat prescriptions via the NHS App.

The NHS APP

What is the NHS App?

The NHS App gives you a simple and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

What you can do with the NHS App:

- Order repeat prescriptions.
- Book and manage appointments.
- View your GP health record.
- Register your organ donation decision.
- View your NHS number.
- Use NHS 111 online to answer questions.



How is my data secure?

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log into your NHS App each time, instead of using a password and security code.

Bereavement Cafe

Aylsham library, in partnership with **Norfolk & Waveney Mind REST hub** and **Co-op Funeral Services** is offering a weekly Bereavement Café.

It can often take several weeks to get in depth support or counselling from registered bereavement organisations, but the café offers an opportunity to meet people dealing with bereavement in a safe and informal setting.

Grief can be very isolating and it helps to share your experience and your story with others who understand.

Sessions are on a Thursday at Aylsham Library between 10am—1am, there is no need to book an appointment, you can just turn up.

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'Social Prescribers' and what they do:

Brenna Davey, interviewed by Peter Lavender, a PPG member.

For a very long time we have known that our health can be affected by the way we live and the problems we are up against. Not everything we go to the surgery for can be sorted out through medical help. We are used to someone being referred to slimming clubs, for example. In recent times the NHS has invested in 'social prescribers', as a way of ensuring that patients' many non-medical problems can be better addressed.

Brenna Davey and her colleague Monique Buckley, our social prescribers, are based at the Surgery on Monday and Thursday afternoons each week. Their job is to connect us up with people who can help when it comes to some of the many things that can impact on our lives and health. They are funded by the NHS and employed by the district councils. There are over 3,500 such staff, working alongside primary care teams like ours. It is all part of the NHS Long Term Plan (2019). They are not 'medical', but their 'personalised' approach concentrates on each of our needs in finding us non-clinical help. There is now even a National Academy for Social Prescribing, and workers like Brenna and Monique contribute enormously to the wellbeing of many.

Challenged to define her role, Brenna says, *'the tasks vary depending on each person's need... at the moment we are helping individuals find the right person to talk to in the housing department, helping people get the right benefits (eg attendance allowance), and reducing social isolation by connecting people to activities they might enjoy. It's the rising cost of living that is our largest current focus at the moment'*.

'We will try to help with anything', Brenna continues, *'We take referrals from surgery staff, and we are always busy – we know a little bit about a lot of things. Most importantly, we know who to ask to get the answers that patients need. We are a 'signposting' service.* There is a long history to social prescribing, which started when there was a need to take the pressure off the health service. Nowadays, there is more understanding about how health and our daily lives are interconnected. *'Market surgery are very good at referring'*, Brenna says, *'If anyone has an issue they can ask nurses, GPs, pharmacists - or call Reception to make a referral to us. We complete forms for people and help move people on to those who can directly help them. It's useful being based in both the Council and the surgeries'*.

Social prescribers have a variety of backgrounds - medical, social care, benefits advice and education. An early publication *Prescribing Learning* (2001), for example, offered a guide on how surgeries and pharmacies could suggest adult learning activities to patients who were frequent attenders at the surgery.

Does it work? The jury is still out on some outcomes that are hard to measure. A massive evaluation from Manchester University is due to report this year. But social prescribing is here to stay and much valued by surgeries. Those involved know that it has reduced social isolation, helped people manage their money, and find answers to benefits and housing issues. This wider benefit is satisfying and rewarding for prescribers, although it may not always help the NHS budget as such. The biggest challenge? *'Waiting times to get answers... and bureaucracy'* says Brenna. Social prescribers will chase officials for answers, which can relieve the burden for many. So, if you'd like help with a problem why not ask the Surgery if the Social Prescriber can help? *'There's no such thing as a daft question'*, Brenna says, and I think we're lucky to have them around!

IN THE MONTH OF DECEMBER, 152 PATIENTS DID NOT ATTEND THEIR APPOINTMENT!!

This is the equivalent to 30.5 hours of a clinician's time! If you are unable to attend your appointment, please contact us at your earliest convenience to cancel your appointment.

By cancelling your appointment it will allow us to offer the appointment to someone else that needs it.



Patient Participation Group

Norfolk and Waveney REST- Aylsham

REST is a partnership project that brings together mental health support, local services and a place where everyone can feel welcome.

REST stands for **Recover, Eat, Support and Talk**, reflecting the different ways we can be more connected in our community.

REST is based at the heart of the community where they can deliver 1-2-1 and group based support to people who are experiencing mental health difficulties in a non-clinical environment.

Getting referred into the service is simple, you can do this by:

Telephone: 0300 330 5488.

Email: rictriage@norfolkandnorwichmind.org.uk

You can also visit the Aylsham HUB which is located at 1 Red Lion Street, Aylsham, NR11 6ER.

For urgent mental health support, please call NHS 111.

Pharmacy First

Pharmacy First enables pharmacists to supply medicines, including antibiotics and antivirals, to treat the following common health conditions:

- Sinusitis (12 years and over)
- Sore throat (5 years and over)
- Earache (1-17 years)
- Infected insect bite (1 year and over)
- Impetigo (1 year and over)
- Shingles (18 years and over)
- Uncomplicated urinary tract infections in women (16-64 years).

You do not need a referral from the GP Surgery to access these services and you do not usually need an appointment, you can attend a pharmacy and the pharmacist should be able to speak with you in a private consultation room.

This service is expected to free up GP appointments for patients who need them most and will give patients quicker and more convenient access to safe and high quality healthcare.

Could you be our PPG Digital NHS App Ambassador?

If you have an interest in digital technology / mobile phones and would like to help promote the NHS App amongst our patients, then please get in touch with Kate Bywater, Practice Manager.

Useful Contact Details

Email: nwicb.reception.marketsurgery@nhs.net

Website: www.themarketsurgery.nhs.uk