



Practice Newsletter

Autumn 2025



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Recent Starters and Leavers

Starters:

Dr John Gerges Metry Mousa - GP ♂ (GR)
Dr Wedyan Al-Asadi - GP (Dermatology) ♀ (GR)
Dr Tariraishe Kaseke - GP Registrar ♀ (GR)
Dr Oladunni Osunsanya - GP Registrar ♀ (HMP)
Ellie Hansell - Treatment Room Nurse ♀ (GR)

Leavers:

Dr Uma Gunasekaran - GP ♀ (GR)
Dr Geraldine Obiechina - GP Registrar ♀ (GR)
Julie Bachmann - Theatre Nurse ♀ (GR)
Helen Mitchell - Physiotherapist ♀ (GR)

♂ - Denotes Male Staff Member
♀ - Denotes Female Staff Member
O - Denotes Staff Member of Other or Unspecified Gender

(CB) - Denotes staff based at Carole Brown Health Centre
(GR) - Denotes staff based at Gayton Road Health Centre
(HMP) - Denotes staff based at Hunstanton Medical Practice
(STA) - Denotes staff based at St Augustine's Surgery

Daffodil Standards

As an organisation, we have been looking to do some work around the Daffodil Standards - End of Life Care programme.

The Daffodil Standards were created by the Royal College of General Practitioners in partnership with Marie Curie.

If you would like to learn more about this important subject, please visit the website below:

<https://www.rcgp.org.uk/daffodilstandards-standard1>



Vida Healthcare - Feedback

NHS Friends and Family Survey

The friends and family survey is now available via an online form. You can find it by looking for our posters around the surgery or by using the link below. Alternatively there are paper copies available to fill in at reception.

<https://forms.office.com/e/Yi7QYPdTir>

We would really appreciate your feedback!

Your feedback gives us a great indication of how we are doing, and of anything that we can do to improve our services for you in the future. Let us know what kind of experience you have had at the surgery today.

National Patient Survey

Each year Mori run a national patient survey for the NHS. Forms are sent out to patient's homes early in the year and reported in July. The results are discussed within the practice and with PPG members. To find the practice's results use the link below and when prompted type in our name.

<https://gp-patient.co.uk/>





Healthwatch Norfolk recently conducted a survey at each of our Vida Healthcare sites, collecting information first hand and via patient feedback to produce their feedback/engagement reports. Below are some of the overall comments present within the report:

Carole Brown Health Centre

Survey Rating: 4.3/5

Overall, people were pleased with the care they received at Carole Brown Health Centre, highlighting how helpful and polite staff were. However, many people raised concerns over difficulties in making appointments, particularly on-the-day appointments.

Gayton Road Health Centre

Survey Rating: 4.4/5

Overall, people were pleased with the care they received from Gayton Road Health Centre, and many emphasised how helpful staff were and what good care they provide. However, there was mixed feedback regarding making appointments with multiple people reporting that they often had to wait a long time for an appointment.

St Augustine's Surgery

Survey Rating: 4.8/5

Overall, people felt happy with the care they received at St Augustine's surgery, with people praising the friendly and helpful attitudes of staff, and the good parking facilities. There was a concern however about how accessible the use of an online booking system is to make an appointment. Although it should be noted the surgery does allow patients to both call the surgery and visit the reception desk in the surgery to make appointments.

Hunstanton Medical Practice

Survey Rating: 4.2/5

Overall, people seemed happy with their experiences of care at Hunstanton Medical Practice, with patients praising staff members. However, it was noted that some people found it difficult to book appointments and that there could be long wait times.

To view the full feedback report please visit the Healthwatch Norfolk website at:

<https://healthwatchnorfolk.co.uk/reports/>

COVID-19 Vaccinations

The Autumn 2025 covid vaccination programme will target patients who are at the highest risk of serious illness to protect the most vulnerable.

This campaign, there are strict guidelines to be adhered to as defined in the UK Health Security Agency's information on immunisation against infectious disease.

Eligibility has been reduced considerably.

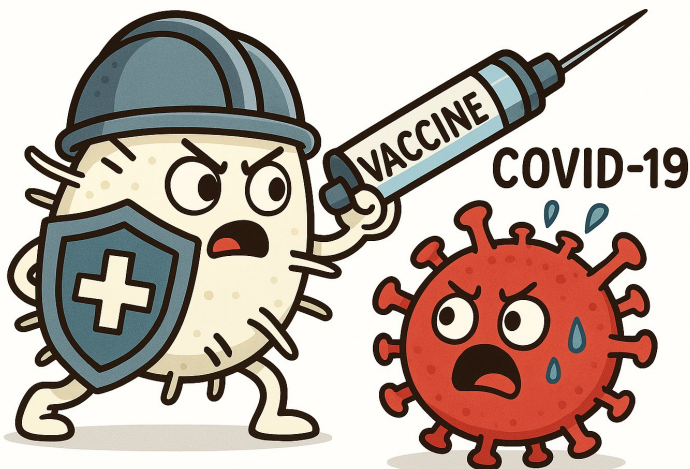
Please Note: If you were eligible in previous campaigns, you may not be eligible and meet the criteria for this Autumn 2025 campaign.

Eligible patients are:

- Adults aged 75 years and over.
- Residents in a care home for older adults.
- Individuals aged 6 months and over who are severely immunosuppressed, as defined in tables 3 and 4 of the COVID-19 chapter of the Green Book, the UK Health Security Agency's information on immunisation against infectious disease.

With effect from 1st October 2025 Vida Healthcare will be undertaking the administration of covid vaccines to our Care Homes and Housebound patients.

There will be a covid vaccination centre in Conduit Street in Kings Lynn.



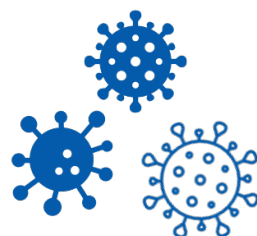
Stay Healthy This Flu Season!



Book Your Flu Clinic Appointment Now!

Location (Surgery)	Day	Date	Start Time	End Time
Carole Brown Health Centre	Saturday	11/10/2025	08:00	13:30
Carole Brown Health Centre	Monday	20/10/2025	13:30	16:30
Carole Brown Health Centre	Thursday	23/10/2025	09:30	12:30
Gayton Road Health Centre	Friday	03/10/2025	14:00	16:20
Gayton Road Health Centre	Saturday	04/10/2025	08:00	13:30
Gayton Road Health Centre	Wednesday	15/10/2025	13:30	15:30
Hunstanton Medical Practice	Saturday	04/10/2025	08:00	13:30
Hunstanton Medical Practice	Monday	27/10/2025	13:30	15:30
Hunstanton Medical Practice	Thursday	30/10/2025	13:30	16:30
St Augustine's Surgery	Saturday	11/10/2025	08:00	13:30
St Augustine's Surgery	Wednesday	15/10/2025	13:30	15:30

To find out if you are eligible, or to book an appointment, please speak to one of our receptionists or call our dedicated flu line on: 01553 605301.



systemconnect

powered by systemone

SystemConnect is an online consultation system now being used across all Vida sites. Unfortunately we had to replace the PATCHS system, this is the solution we will be using now.

With the help of SystemConnect your health questions are sent to our doctors, who then triage and advise our care navigation team which steps to take next, such as booking in an appointment or sending for blood tests.

We will acknowledge and update your request within 24 working hours but a full response may take longer and will be triaged on a priority basis.

On any given day we have a capacity set for each request type. Once the capacity for the given request type has been reached, no further requests will be available for that request type until the following day. If you have an URGENT medical enquiry, please telephone the practice.

From 01/07/2025 to 26/08/2025 we have dealt with almost 1,200 SystemConnect requests. Please see below a breakdown of the types of requests we have received so far:

Clinical Requests		Admin Requests	
New Clinical Request	285	Request for Medication	461
Medication Query	94	Request for Fit Note	65
Follow Up	135	Other	159
Total Clinical Requests	514	Total Admin Requests	685



Assessment and Injection Therapy Service

As of 1st September, and as part of the Musculoskeletal (MSK) Pathway Transformation led by the Norfolk and Waveney ICB (Integrated Care Board), the Vida Assessment and Injection Service (AITS) has ceased operations.

The ICB have stated that this change once fully established, will be fully standardised to ensure equitable access to assessment and treatment for all patients across Norfolk and Waveney.

Unfortunately, this means that Vida is unable to provide this service. We have been advised that therapeutic joint injections should be managed within general practice.

You should check with your GP if they are able to provide this and where they cannot, they will be able to outline your options, which may be for example getting a referral to the new MSK service.

If you are unable to obtain this service and/or are unhappy with the new arrangements/options you are being offered, we would advise you to discuss this with the ICB, their contact details are as follows:

Email: nwicb.contactus@nhs.net

Phone: 01603 595857

Address: NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH

Vida would also like to advise you that we are considering delivering a private injection therapy service soon with Cavell and Lind (other private providers may be available).



14 million people in the UK experience bladder problems. 1 in 3 women are living with bladder leakage. Yet people aren't talking about this very common problem. That's why this September, The Urology Foundation will highlight the significant and growing challenge of bladder leakage in the UK and encourage people to act.

For more information on the Urology Awareness month please visit the below website:

<https://www.theurologyfoundation.org/impact-achievements/campaigns/urology-awareness-month-2025/>



We Are Recruiting

Vida Healthcare is one of Norfolk's largest and most successful GP Practices covering King's Lynn, Dersingham and Hunstanton and we need you to help us continue to provide our top-quality service to our patients!

We have a variety of roles available, starting from £12.21 an hour.

Apply Today!

Benefits include:

- NHS Pension Scheme
- Flexible working pattern
- Fun, friendly working environment
- Work within the local area
- Structured training



<https://tinyurl.com/VIDACAREER>

For enquiries or applications please email nwcb.Vida-Recruitment@nhs.net

STOP TOBER

Do you want to feel healthier and save money? Why not quit smoking this October?

If you would like help to quit smoking, join the campaign today! For information and support please visit the website below:

<https://www.nhs.uk/better-health/quit-smoking/>

What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.



After 20 minutes

Check your pulse rate, it will already be starting to return to normal.



After 8 hours

Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.



After 48 hours

Your carbon monoxide levels have dropped to that of a non-smoker. Your lungs are clearing out mucus and your senses of taste and smell are improving.



After 72 hours

If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.



After 2 to 12 weeks

Blood will be pumping through to your heart and muscles much better because your circulation will have improved.



After 3 to 9 months

Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.



After 1 year

Great news! Your risk of heart attack will have halved compared with a smoker's.



After 10 years

More great news! Your risk of death from lung cancer will have halved compared with a smoker's.

Surgery Information

	Carole Brown Health Centre St Nicholas Court, Church Lane, Dersingham, PE31 6GZ Weekdays: 08:00 - 18:30 Tel: 01485 500 139
	Gayton Road Health Centre Gayton Road, King's Lynn, Norfolk, PE30 4DY Weekdays: 08:00 - 18:30 Tel: 01553 600 075
	Hunstanton Medical Practice Valentine Road, Hunstanton, Norfolk, PE36 5DN Weekdays: 08:00 - 18:30 (Closed 13:00 - 14:00 Every Tue/Thu)
	St Augustine's Surgery Columbia Way, King's Lynn, Norfolk, PE30 2LB Weekdays: 08:00 - 17:30 (Closed 13:00 - 14:00) Tel: 01553 769 614

Visit www.vidahealthcare.nhs.uk for more information.

Extended Hours

Vida Healthcare offers extended opening hours on a Saturday from Carole Brown Health Centre, or alternatively at Gayton Road Health Centre on a monthly basis. These clinics are for pre-booked appointments only.