



# ACLE MEDICAL PARTNERSHIP

## Practice Newsletter

Spring/Summer 2016

Website : [www.aclemedicalcentre.co.uk](http://www.aclemedicalcentre.co.uk)

### Flu Clinic Dates for 2016

- Saturday 24th September
- Saturday 1st October
- Saturday 15th October
- You are entitled to a flu jab if you are over the age of 65 or have a chronic disease which would make you more vulnerable, such as asthma or diabetes.
- Appointments are available between 9am to 1pm. Please contact the surgery to book an appointment and please note that it is important that you attend on the specified time.

### Registration Reminder

- Please remember to update your registration details if you move home, change your telephone numbers, change name etc. It is very important that we have up to date information in case we need to contact patients in the event of an emergency. A great deal of administration time is spent attempting to contact patients who have not updated their details.

- We have a next of kin feature on patient's records. Please advise who you would like to nominate as your next of kin (can be multiple people), their relationship to you and if they can be contacted in an emergency and discuss your treatment. Please include their telephone numbers and/or address. This information can be recorded for both adults and children.

- If the home has a door code for access and you would like it on record, please let us know and we can add it to your notes.

- If you would like to nominate a person to collect your prescriptions, results, letters, sick notes etc., please provide your permission in writing. We can add this to your records permanently or per individual case as required.

### NHS Choices

- NHS Choices is an easily accessible website which gives very helpful information regarding over 800 conditions and treatments, including minor ailments which can be treated at home as well as urgent care services, dentists and much more. Well worth a look and may save you a call to the surgery.

### Sun Safety

- Remember to seek shade in the middle of the day and cover up with hat, T shirt and sunglasses. Apply *at least* factor 15 sunscreen and re-apply every two hours.
- Remember, children need much higher factor sunscreen and burn more quickly than

**Leavers & Starters**

- We were very sad to see Dr Flora Hill leave at the end of April. Dr Hill had worked for the practice since 2010 and was a valued member of the team, popular with staff and patients. We wish her happiness and success in her new role in Beccles.
- It is with regret we announce that Dr Paul Connell will not be joining the practice as previously announced.
- We are also missing Pam Sullivan, Medical Secretary, who left at the end of March. We wish her all the best for a happy healthy retirement with extra time for her grandchildren.
- Sadly Sherine Robinson, Nurse Practitioner, will be leaving in September. We wish her well for the future.
- Amie Evans has moved from reception to the role of Medical Secretary and we wish Amie all the best in her new role.
- We would also like to congratulate Wayne Catchpole who has moved to the position of Deputy Practice Manager and Vicky Docwra who is now fulfilling the role of Administration Manager.
- Congratulations to Claire Howard from the reception team who will be moving to the dispensary in September to train as a dispenser.
- We are happy to announce that Zara Jesdinsky will be joining as Reception Team Leader in August and we look forward to welcoming her to the practice.
- We will also be welcoming Erin Kelf to the reception team in September.

**Medical Students**

- Since last September we have had medical students from UEA studying at the surgery every Friday, as part of their medical training. We are happy to announce that all of the students passed their second year exams and would like to thank all those patients who have participated in helping the students with their studies.
- Teaching will continue at the practice with a new group of students starting in September. If you have any of the following conditions and are willing to take part in helping with student training please contact the surgery or let the receptionist know. Heart, lung, chest or skin conditions or a blood disorder.

**Insect Bites**

- These are very common at this time of year. Treatment Advice: remove the sting if it is still in the skin and wash the affected area with soap and water. Apply a cold compress or ice pack to reduce swelling and elevate the affected area if possible. Avoid scratching the bite to reduce risk of infection. If the pain, swelling and itchiness continue ask your pharmacist about over the counter treatments. Further information and advice is available on the NHS Choices website.

**Dispensary**

- Please can we remind patients that we ask for two full working days between ordering medication and collecting. Please note orders placed over the weekend will not be processed until the following Monday.
- The Dispensary is now open from 8.30 each morning and also now opens on a Friday lunchtime. All other weekdays the Dispensary is closed from 1pm to 2pm.

**C - Card Scheme**

- This is a free, friendly and confidential condom scheme for young people between the ages of 13-24. You can register at the surgery for a C-Card and this will enable you to obtain free condoms. Please ask receptionist for details.