



28 St John's Road, Bungay NR35 1LP



CHRISTMAS & NEW YEAR OPENING TIMES

Friday 23rd December	Open normal hours
Saturday 24th December (Christmas Eve)	Closed
Sunday 25th December (Christmas Day)	Closed
Monday 26th December (Boxing Day)	Closed
Tuesday 27th December (Holiday in lieu of 25th)	Closed
Wednesday 28th December	Open normal hours
Thursday 29th December	Open normal hours
Friday 30th December	Open normal hours
Saturday 31st December (New Year's Eve)	Closed
Sunday 1st January (New Year's Day)	Closed
Monday 2nd January (Holiday in lieu of 1st)	Closed
Tuesday 3rd January	Open normal hours



Normal opening hours are 8:00 am to 6:30 pm

(Reception is closed between 1—2 pm on the last Wednesday of each month for staff training)

Out-of-Hours Service:

If you require a doctor **URGENTLY** when the surgery is closed please telephone **0844 736 9530**

Out-of-hours medical care is provided by South East Health. Please do not telephone with routine enquiries as this may block the emergency lines—thank you

Other services available:

If you require healthcare advice or are unsure whether you need a doctor please call NHS Direct on 0845 4647

New 24/7 health helpline—0844 736 9530

A new 24/7 health helpline has been launched in the Great Yarmouth & Waveney area to help advise patients and carers of the various *non-urgent* health care options available

There is a Minor Injuries Unit in St Mary's Road, Beccles, which is open from 8am to 8pm every day—01502 719821

General ailments—Walk-in Centre, NHS Greyfriars, 5 Greyfriars Way, Gt Yarmouth
Open 8am to 8pm daily—01493 335340

Also, NHS Timber Hill, Castle Mall, Norwich, Open 7am to 9pm daily—0300 0300 333

Don't forget your Pharmacist who can help with many conditions

If you have a MINOR ailment or injury, please **DO NOT** attend the A&E Department

Surgery Contact Numbers

Appointment & Enquiries: Tel 01986 892055

Emergencies: Tel 01986 892713

Repeat Prescriptions Order Line: Tel 01986 891708

Dispensary & Prescription Queries: 01986 891707

Nurse Admin Office: 01986 891718

Fax Number: 01986 895519

Website: www.bungaymedical.co.uk

SELF HELP

If you think you may have:

- **Flu**—a sudden high temperature of over 38 degrees Celsius and a sudden cough. Other symptoms include headache, chills, aching muscles, limb or joint pain, sore throat, runny nose, sneezing, loss of appetite and diarrhoea or stomach upset.
- **Cold**—may present some of the same symptoms, but at different stages. Usually, adults do not have a high temperature, but children might.

You should rest, drink plenty of fluids and use a lozenge or cough mixture to help ease a sore throat. Make sure you check with the 24/7 helpline (0844 736 9530) whether any cold or flu remedies can be used with the any medication you're already taking.

Patients should only contact the **Out of Hours** service if they think they have flu and:

- have a serious underlying illness;
- are pregnant;
- they have a sick child under one year old;
- their condition suddenly gets much worse or is still getting worse after seven days (or five days with a child).

Try not to attend A&E because there is nothing staff can do to treat colds and flu and you run the risk of spreading the virus to other patients.

STAYING HEALTHY OVER THE CHRISTMAS PERIOD



- Have a free flu jab at your GP surgery if you are over 65, have an underlying health condition, are pregnant or care for someone who has an underlying health condition.
- Don't expect antibiotics—they won't work against colds and flu.
- Keep Paracetamol, Ibuprofen or cold remedies at home to help with the symptoms of both colds and flu.
- Sneeze into a tissue and put it straight in the bin—don't carry it around and re-use it over and over again.
- Follow good hand hygiene—always wash your hands with soap and water, particularly after sneezing and blowing your nose and take the time to dry them properly as wet hands harbour and spread germs.
- Keep surfaces clean.

For more advice about preventing common illnesses from spreading, go to www.norfolk.nhs.uk or www.gywpct.nhs.uk and click on the germbusters link.

Welcoming Dr Henry Toomey



Dr Henry Toomey joined the practice on a full-time basis on the 1st November 2011. Dr Toomey will be looking after Professor Hand's patients and we hope that you will help him to get to know you and settle into his new post.

Dr Toomey has recently moved to the area with his family. He was previously working as a GP in Milton Keynes. Dr Toomey qualified at the University College & Middlesex School of Medicine in 1993. He completed his GP training in 1997 in Aylesbury, Bucks. He has a special interest in Occupational Medicine.

STAFF NEWS

- Dr Henry Toomey has been in post since the beginning of November and has taken on Professor Hand's patients.
- Dr Clare Slater is no longer working as a salaried GP in the practice but will be acting as a GP locum from time to time.
- Dr Sarah Rushton's patients, who were being seen by Dr Clare Slater, are currently being held in Dr Jessica Bray's name.
- Dr Lucy Ross, who completes her GP Registrar training in February, will then become a salaried GP in the practice and take on Dr Rushton's patients.
- Carole Aldis is now in post as Nursing Administrator.
- Dr Harris has decided not to return after having her baby. Her patients are being looked after by the other doctors in the practice and have been informed by letter. We are looking to recruit a new GP in the New Year.

OUT OF HOURS SERVICE

South East Health took over the out of hours service from Harmoni on the 30th September. The out of hours phone number remains the same—**0844 736 9530**. This number will be retained until the anticipated move in March 2012 to the new **111** number which will be the 'gate keeper' for *all* NHS out of hours services and which will replace NHS Direct.

Local Health News

All Hallows Hospital: September saw the opening of Gainsborough Suite—three new rooms, bringing the hospital back to its original 30 beds.



East Coast Hospice: also in September, East Coast Hospice exchanged contracts with Norfolk County Council for the purchase of a five acre site in Gorleston, which will eventually provide a ten bed hospice, including day care, respite care and teaching facilities, and will make sure that local people have the best end of life care and support.

Community healthcare: on 1st October 2011 East Coast Community Healthcare (non-profit) CIC took on responsibility for the community healthcare hitherto provided by NHS Great Yarmouth & Waveney. This includes district nursing, health visiting, health improvement services, and in-patient services in four community hospitals. The new community healthcare provider has already launched a pilot scheme to extend the hours covered by its district nursing team into the evening, primarily to meet the needs of end of life and diabetic patients. It has also recruited 13 new trainee health visitors.

The new community services organisation completes the transfer of all services previously provided by NHS GY&W—the commissioning 'arm' has been up and running in shadow form by HealthEast since May of this year.



New Chairs for the JPH and NHS GY&W: the former editor of the EDP, and a non-executive director of the JPUH, Peter Franzen, took over the Chair of the JPUH following the resignation of John Hemming. Sheila Childerhouse took over the Chair of the new 'cluster board' of NHS Norfolk and NHS GY&W, following the resignation of David Edwards as Chair of the GY&W Board.

New operating theatres at the JPUH: under a proposed £9m investment, construction work will begin in the Spring of 2012 to expand and upgrade the hospital's six existing main operating theatres.

Breast feeding support group: a group of 14 trained women have set up a support group in Waveney to provide peer support to breast feeding mothers at baby cafés In Sure Start centres. More information from NHS GY&W's breast feeding team on 01493 852209.

FLU CLINICS



Over 2000 patients have had their flu jabs, with some 'at risk' patients still to have their jabs. If you think you should have a flu jab and haven't, please ring the practice on **01986 892055** and arrange to have one.

PATIENT REFERENCE GROUP

Since the last newsletter the Patient Participation Group has become the Patient Reference Group, in accordance with the requirements of the Department of Health.

To ensure that our patients are involved in decisions about the range and quality of the services provided by the practice, we've been handing out and collecting in the annual patient survey (the General Practice Assessment Questionnaire, or GPAQ) - you may have seen us in the upstairs waiting room during the first week of October. The requisite number of completed surveys (50 per participating doctor) have now been sent to InTime Data for analysis. This initial analysis will then be reported on by the PRG and recommendations made to the practice, as in previous years. We hope to take on board your brickbats *and* bouquets so that we can help to improve, and possibly add to, the services already provided by the practice.

Our invitation to increase the numbers of the Virtual PRG (VPRG) has resulted in an upsurge in the new membership, but we would still welcome further applications, so if you're interested in this online extension to the actual PRG, please do get in touch with us at jenny.hyams@nhs.net.

Our Directory of Health is now available online (go to www.bungaymedical.co.uk and follow the links to the PRG or 'useful information') and in paper form in both waiting rooms—if you have any queries, or need some help in accessing local health services, please have a look at the Directory, which is a mine of very useful health information. It will soon also be available in the library and the local opticians and dental surgery. We welcome any amendments to or suggestions for the Directory of Information.

As part of our remit to comment on local health service provision, we shall be commenting in the new year on the forthcoming consultation document on the proposals for a major trauma centre in the eastern region. Major trauma is the name given to severe injuries, which are the leading cause of incredibly difficult, and in the East of England major traumas only account for around 0.1% of the work that our emergency departments carry out. It is proposed that the Major Trauma Centre (MTC) for our region will be at Addenbrooke's Hospital in Cambridge, mainly because it has neurosurgery capabilities (a requirement of the national standards).

In advance of the due date for consultation in February, the PRG would welcome your comments on this proposal—please send them to jenny.hyams@nhs.net or put them in writing c/o the practice.



If you are online and would like to join our email mailing list, please visit the practice website and click on the link on the home page. We will email you updates about what is happening at Bungay Medical Practice as well as advance notification of health campaigns, such as annual flu clinics, etc.

www.bungaymedical.co.uk



Diabetic Retinopathy—Eye Screening

Diabetic patients who used to have their retinopathy screening provided by the Norfolk & Norwich Hospital will now receive this service from a company called Health Intelligence. Health Intelligence will send out letters from its new Bury St Edmunds office to all eligible patients, inviting them to phone to make an appointment to have their eye screening in Bungay Medical Practice. Health Intelligence will be in the practice for two weeks from Monday 5 December.

Please phone the practice if you need any further information.

Local Pharmacies - Christmas Opening Times

Please note that Saturday 24th December and Saturday 31st December are classed as normal working days.

Christmas Day—Sunday 25th December 2011

Halesworth—Cutlers Hill Pharmacy, Bungay Road, IP19 8SG

Open from 10:00 am to 12:00 pm

Boxing Day—Monday 26th December 2011

Beccles—Boots, 5 New Market, NR34 9HQ

Open from 10:00 am to 4:00 pm

Bank Holiday—Tuesday 27th December 2011

Beccles—Boots, 5 New Market, NR34 9HQ

Open from 10:00 am to 4:00 pm

Bungay—Boots, 4 St Mary's Street, NR35 1AX

Open from 8:30 am to 5:30 pm

***Please be sure to check all medications before leaving the building.
Dispensers are always available for queries, should you have any.***