

Orchard Surgery Patient Newsletter

Zero Tolerance

The Surgery aims to treat all patients courteously at all times and expects our patients to treat our staff in a similarly respectful way.

Orchard Surgery will not tolerate threatening, abusive or violent behaviour (verbal or physical)

Any patient behaving in this manner will be asked to leave the Surgery.

This behaviour may result in the Police being called and the offender being removed from our patient list.

We are here to help you!



Special Points of Interest

- **Zero Tolerance**
- **Easter Opening**
- **Medication Ordering**
- **Urine Samples**
- **No Smoking Day 2018**
- **Non NHS Work**
- **Did Not Attend**
- **Car Parking**
- **Telephone Numbers**

How to order your medication

Online—Via SystemOnline

In Person—Drop your repeat slip into the box in the lobby

Pharmacy—Ask them to collect your prescription on your behalf

Easter Opening

The Surgery will close at 6.00pm on Thursday 29th March and will remain closed until 8.00am on Tuesday 3rd April.

Patients are reminded to order any medication in plenty of time for the Easter break

To contact the out of hours GP during this time please call 111



Urinary Tract Infections

Patients who think they may have a UTI can leave a labelled sample in the specimen box in reception for testing. Specimen containers and forms can be collected from reception. We ask that all samples are correctly labelled with your name/ date of birth and that the forms is completed fully.



If these are not completed correctly the sample will not be tested. Samples cannot be handed into the Surgery after 1.45pm on a Friday

Symptoms of a Urinary Tract Infection include:

- Needing to pass urine suddenly or more often than usual
- Pain or a burning sensation when passing urine
- Smelly or cloudy urine
- Blood in your urine
- Pain in your lower tummy
- Feeling tired and unwell

See a GP if:

- You're a man with symptoms of a UTI
- You're pregnant and have symptoms of a UTI
- Your child has symptoms of a UTI
- Your symptoms don't improve within a few days

Things you can do yourself:

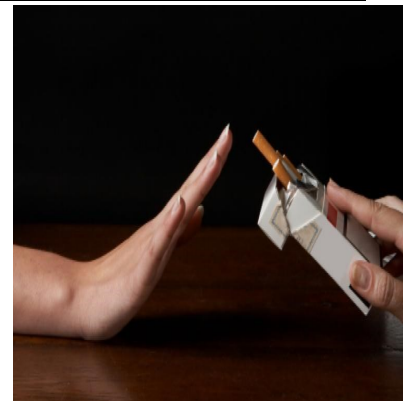
- Take paracetamol—you can give children liquid paracetamol
- Place a hot water bottle on your tummy, back or between your thighs
- Rest and drink plenty of fluids—this helps your body to flush out the bacteria

National No Smoking Day 2018

It is National No Smoking Day on Wednesday 14th March 2018.

We have Cat, our Smoking Cessation advisor, here in the Surgery.

Please speak to a member of staff if you would like more details



Non NHS Work / Private Forms

The GPs are regularly asked to complete Non NHS Work / Private Forms

This work includes the following:

- HGV/Taxi medicals
- Holiday Cancellation Forms
- To whom it may concern letters
- Adoption/fostering medicals

Although the GPs are able to complete these, they are classed as private work and we have to prioritise NHS work .

There may be a minimum delay of two weeks for these to be completed.

Did Not Attend

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

During 2017 we had an overwhelming 3655 patients not turn up for their appointments.

Please remember to cancel your appointment if it is no longer needed.

We can often offer it to someone else even at short notice.

Car Parking



There is limited parking available for patients whilst attending the surgery.

Please do not abandon your car, but please do park within the designated bays

Please do not park your car in the Surgery car park if you are not attending an appointment and please don't leave your car in the car park after your appointment has finished, as other patients will need your space.

Telephone Numbers



Please ensure we have your current mobile telephone number.

The Surgery sends appointment confirmation and reminders via SMS messaging.

We also use this to communicate vaccination campaigns and annual reviews.

Patient Survey

Thank you to the patients who kindly completed our Patient Survey.

The results will be published in the near future





ORCHARD SURGERY TEAM

Orchard Surgery

Commercial Road

East Dereham

Norfolk

NR19 1AE

Appointments:

01362 692916

Enquiries:

01362 693029

www.orchardsurgerydereham.co.uk

Useful Contact Information

Out of Hours

Call 999 for life threatening emergencies

Call 111 for all other medical/dental problems

Dental Treatment

If you need help finding an NHS Dentist in your area call PALS on 0800 587 4132

Walk In Centre

Rouen House, Rouen Road, Norwich

Tel: 01603 677550

Open 7.00am—9.00pm seven days a week

Confidential Sexual Health Advice

ICash 1A Oak Street Norwich

Tel: 0300 300 3030

Doctors:

Dr M Senthil Kumar

Dr Janet E August

Dr Jens H Schweigart

Dr Andrew Cheesbrough

Dr Sabeena Foster

Dr Vanaja Santosh

Dr Mary Dun

Management Team:

Richard Hall Practice Manager

Dawn Boyce Clinical & Systems Manager

Claire Warman Deputy Practice Manager

Janine Burt Reception Supervisor

Nurse Team:

Fiona Lambert Lead Nurse

John Butcher Nurse Practitioner

Amie Thrower Practice Nurse

Lucy Hyland Practice Nurse

Debbie Laws Lead Health Care Assistant

Debbie Munson Health Care Assistant

Becky Walker Health Care Assistant

Tracy Parker Health Care Assistant

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Please email any comments or any ideas for future issues to claire.warman@nhs.net