



George House, 40-48 George Lane,
Loddon, Norfolk NR14 6QH

Practice Newsletter



Special Points of Interest

- New Practice Newsletter
- Winter Pressures Plan
- Flu Vaccinations
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- Staff Changes
- Strep A
- Useful Information

LATEST NEWS

New Practice Newsletter

Welcome to the first edition of our new Practice Newsletter.

This newsletter will be published on a quarterly basis.

Flu Vaccinations

We have a limited number of Flu Vaccinations available for eligible patients. Please contact reception on 01508 520222 to arrange an appointment with the Practice Nurse

Winter Pressures Plan

Chet Valley Medical Practice has seen an unsustainable level of demand over the last few weeks, and we have therefore made the difficult decision to implement a winter pressures plan.

This is vital to ensure safe clinical practice, protect you – our patients, and our staff.

We will be working with local providers to ensure access remains safe and efficient.

Part of the winter pressures plan includes:

- Empowering our reception team to become care navigators and signpost you to the most appropriate clinician. This may not always be a doctor, and on occasion will be a service outside of the practice.
- Referral to the clinical pharmacy consultation scheme – historically when you have contacted us you may have been asked if you had spoken with a pharmacist but under this new scheme, we are able to refer you to neighbouring pharmacies for a free NHS consultation in a private room. The pharmacist will contact you to arrange an appointment and can deal with a variety of conditions including colds, congestion, hay fever, earache, pain, and skin conditions.
- Referral to the walk-in centre in Norwich – there may be occasions when the surgery has reached capacity for that day (black alert), and you will therefore be asked to attend the walk-in centre in Norwich if you feel you need to be seen. The walk-in centre is open from 7am to 9pm, seven days a week.
- 'Book on the day' only on a Monday or the day after bank holiday – Monday or the day after a bank holiday is the busiest day in the Practice. In order to enable the increase in demand to be managed safely the number of pre-bookable appointments will be reduced on those days to ensure that urgent consultations are completed in a timely, safe manner.

The Practice would like to offer reassurance that high-risk clinical patients will always be offered a triage call with the Duty doctor.

We thank you for your understanding and support at this difficult time.

Patient Participation Group (PPG)

The patient participation group was first set up in February 1996 and has played an important role in representing not only the patients but in supporting the practice.

Prior to the pandemic the PPG held open meetings at the practice and a variety of speakers attended making the meetings fun as well as informative. Sadly, these ceased during covid but there is a hope that they will recommence in the near future.

The PPG held a raffle early in December and along with a 'Teddy Tombola' held at the Victorian evening were able to raise £335.23

The winning ticket for the hamper was Yellow 105, Congratulations.

Many thanks to everyone who supported us.

The PPG continues to meet quarterly and are keen to hear from anyone interested in joining the group. If you would like to know more please complete the PPG registration form on our website.

The next meeting will be held in the Spring

Staff News

Chet Valley Medical Practice has seen several changes in the last few months. Gerard Whitfield Managing Partner and Dawn Shepherdson Assistant Practice Manager both retired in November 2022.

This gave us an opportunity to form a new Senior Management Team.

Claire Warman is the new Practice Manager and has been in the NHS in a variety of patient facing and management roles since 1997. Claire will be supported in her new role by two long serving staff members Amanda Rumsby and Linnie Briggs. Amanda has been promoted to Operations Manager and Linnie has become our new Quality Manager.

We have several new faces around the Practice these include:

Chloe —Practice Nurse

Leigh-Anne—Dispenser

Deanna—Dispenser

Charlotte—Receptionist

Ellie—Receptionist

Kendelle—Receptionists

Congratulations to Practice Nurse Rebekah on the birth of her beautiful baby boy and also to Laura HCA who got married. December has been a busy month for the Nurse team!

Sadly Julie Jackson and Alison Roberts from the reception team have decided to move onto pastures new and we wish them every success in their new roles.

Group A Streptococcus (GAS)

Background:

Gas is a common bacteria. Lots of us carry it in our throats and on our skin and it doesn't always result in illness. However, GAS does cause a number of infections, some mild and some more serious.

There are lots of viruses that cause sore throats, colds and coughs circulating. These should resolve without medical intervention. However, children can on occasion develop a bacterial infection on top of a virus and that can make them more unwell. Scarlet fever is usually a mild illness, but it is highly infectious.

Scarlet fever is caused by bacteria called group A streptococci. These bacteria also cause other respiratory and skin infections such as Strep throat and impetigo.

In very rare occasions, the bacteria can get into the bloodstream and cause an illness called invasive Group A strep. Whilst still uncommon, there has been an increase in invasive Group A strep cases this year.

Spread and prevention:

GAS is spread through close contact with an infected person and can be passed on through coughs and sneezes or from a wound

Some people can have the bacteria present in their body without feeling unwell or showing any symptoms of infections and while they can pass it on, the risk of spread is much greater when a person is unwell.

Good hand and respiratory hygiene are important for stopping the spread of many bugs

By teaching your child how to wash their hands properly with soap and warm water for 20 seconds, using a tissue to catch coughs and sneezes, and keeping away from others when feeling unwell, they will be able to reduce the risk of picking up, or spreading infections

Symptoms:

Look out for symptoms in your child, which include:

Sore throat, headache, fever, a fine, pinkish or red body rash with a sandpaper feel

Contact NHS 111 or the practice if you suspect your child has scarlet fever, because early treatment with antibiotics is important to reduce the risk of complications, such as pneumonia or a bloodstream infection.

If your child has scarlet fever, keep them at home until at least 24 hours after the start of antibiotic treatment to avoid spreading the infection to others.

Action

As a parent, if you feel your child seems seriously unwell, you should trust your own judgement. Contact NHS 111 or the practice if:

- your child is getting worse
- your child is feeding or eating much less than normal
- your child has had a dry nappy for 12 hours or more or shows other signs of dehydration
- your baby is under 3 months and has a temperature of 38C, or is older than 3 months and has a temperature of 39C or higher
- your baby feels hotter than usual when you touch their back or chest, or feels sweaty
- your child is very tired or irritable

Call 999 or go to A&E if:

- Your child is having difficulty breathing—you may notice grunting noises or their tummy sucking under their ribs
- There are pauses when your child breathes
- Your child's skin, tongue or lips are blue
- Your child is floppy and will not wake up or stay awake

Chet Valley Medical Practice

George House
40-48 George Lane
Loddon
Norfolk
NR14 6QH
Tel: 01508 520222
Email: loddon.doctors@nhs.net

www.loddondoctorssurgery.co.uk

Useful Information

Out of Hours

Call 999 for life threatening emergencies
Call 111 for all other medical/dental problems

Healthier Together

www.what0-18.nhs.uk
Online support for pregnant women and parents of children under the age of 18 years

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

Chet Valley Medical Practice Team

Doctors:

Dr John Morgan
Dr Sharon Phillips
Dr Simon Hofmann
Dr Judy McConnell
Dr Richard Draeger
Dr Catherine Ashdown-Nichol
Dr Ana Tawn

Management Team:

Claire Warman Practice Manager
Amanda Rumsby Operations Manager
Lynnie Briggs Quality Manager
Lucy Reavil Office Manager
Megan Gardiner Dispensary Manager

Nurse Team

Eileen Dunsdon Lead Nurse Practitioner

Shelia Armes Practice Nurse
Liz Cook Practice Nurse
Rebekah Felgate Practice Nurse
Chloe Robinson Practice Nurse

Rachel Fabian Health Care Assistant
Laura Devereux Health Care Assistant

The above team are supported by an amazing team of seven dispensers and eleven receptionists/administrators

Editor:

Claire Warman
Practice Manager