

Welcome to

LITCHAM HEALTH CENTRE Winter 2016/17

Litcham Health Centre, in the West Norfolk clinical commissioning group (CCG) area, providing a full range of general medical services and dispensing to 3,450 registered patients living in Litcham and the surrounding villages within a 6 mile radius of Litcham.



CONTACT US

Book an appointment	01328 701568
Emergency	01328 701244
Dispensary	01328 701837
Out of Hours	Telephone 111

OUR MISSION

At Litcham our mission is to care for all of our patients through the provision of excellent healthcare provision, ease of accessibility, enhanced support for the vulnerable and ensuring that we empower our patients through education and innovation.



SURGERY OPENING HOURS

Monday	08.00am – 6.30pm
Tuesday	08.00am – 6.30pm
Wednesday	08.00am – 6.30pm
Thursday	08.00am – 8.00pm
Friday	08.00am – 6.30pm

DISPENSARY OPENING HOURS

Monday	08.00am – 6.30pm
Tuesday	08.00am – 6.30pm
Wednesday	08.00am – 1.00pm
Thursday	08.00am – 6.30pm
Friday	08.00am – 6.30pm

We are excited to outline our plans for 2017 and to build on those services which we have been delighted to offer to our patients throughout this year. We would be grateful for any feedback and any further suggestions from you. Please do try to attend one of our patient participation groups. These allow constructive feedback and enable services to be continually improved.

Our main focus for the coming year is to further support our vulnerable patients. If you are home bound, have or look after someone with dementia, have mental health issues or a longer term condition we do hope to be able to provide you with enhanced support and exemplary care.

We also wish to provide more flexible appointments for working patients and those with families. We are aware that waiting times are still an issue and are introducing several measures to improve this problem.

We thank you once again for all your kind support of our surgery and all the positive feedback which really does make a tremendous impact on inspiring our team to better care for you.





THANK YOU FOR HAVING

YOUR FLU JAB!

You are helping yourself and others by doing this.

You are giving Significant Protection to yourself:

- a. Each year the flu virus kills thousands of patients in England.
- b. A simple injection of a completely harmless vaccine prevents this.
- c. Statistically you are far more likely to die from flu than from a road traffic accident.

You are giving Significant Protection to our Surgery and Healthcare services.

- a. The flu outbreak each year brings our medical services to their knees. Each year the hospital goes on 'Black Alert' as a result with Operations cancelled and admissions prevented. The quality of care for other conditions significantly diminishes. This would all be prevented if those that need a flu jab had one.

You are giving Significant Protection to our vulnerable patients.

- a. Some of our patients are frail, receiving chemotherapy or are on other immunosuppressant treatments. This prevents them from mounting an immune response to the influenza virus. They rely on the community immunity created through the rest of us having flu jabs.

Please see pages 26-29 for more information

LITCHAM SURGERY COMMUNITY TEAM

Bev Keeble	(Clinical Lead)
Sindy Ryan	(Clinical Nurse)
Karolina Kosecka	(Clinical Assistant)
Sophie Renno	(Clinical Support)
Nicola Naylor	(Clinical Support)

We would like to welcome Sindy to our Litcham Surgery Community Team. She has joined us in November 2016 and allows us to have Surgery community nursing cover throughout the week.

Sindy is from west yorkshire, has been nursing for 6 years having been in healthcare for 20 years.

Our Community Team are here to ensure that housebound patients and patients unable to attend the surgery can be appropriately assessed and have tests and support administered in the community. They work in partnership with our doctors, the District Nurses and services from the Norfolk Community Healthcare Hub. We are confident that we are now able to provide appropriate support for our vulnerable patients in a home setting.

OUR NEW MANAGEMENT TEAM

We are pleased to introduce our new management team, Tony Baily and Marta Haskiewicz.



Marta joins us from the community team where she was working as an integrated care coordinator for West Norfolk Clinical Commissioning Group.

Her previous role was to liaise with Social Services, Mental health Services, our local hospitals and community beds. Her skill set has already allowed significant improvements in the management of Litcham's integration with these services.



Tony Bailey has been a patient at Litcham Surgery for the past 25 years. He previously worked with juveniles with challenging behaviour and finds himself strangely at home looking after the staff at Litcham Health Centre!

WORKING AGE PEOPLE INCLUDING THOSE RECENTLY RETIRED AND STUDENTS.

If you wish to discuss anything by phone do please leave a message for the doctors or nurses book and someone will ring you back.

We now have appointments for blood tests and healthcare assistant slots from 8am and doctors slots from 8:10am each morning.

Students

Students can receive full healthcare services during the holidays and when at home despite being registered at an alternative surgery for college.

PATIENT PARTICIPATION GROUPS

Our Patient Participation meeting is an open access Group for all patients and meet once a quarter. Our last one was on the 27th July and we like to thank all those who attended.

Please do come, bring ideas, point out things that could be done better and be part of the team.

The next meeting is Wednesday evening 30th November 2016 6pm-7pm.

Free cups of tea and coffee for all that attend!





SERVICES FOR

THE ELDERLY

At Litcham we are here to give any extra help you need as you enjoy your amazing later years of life.

We understand that your mobility may be reduced, your vision be impaired and that your medications may be more difficult to take.

Over 100 of our patients receive our enhanced medication support service with a Monitored dosing system, weekly home delivery and enhanced medication surveillance.

All patients over 75 years will have already received or be receiving their Litcham Patient Passport helping us better care for you.

This year we have launched our Litcham Community Support Team led by Bev our experienced district nurse, Sophie, Karo and Nicola.

This team is here to ensure you receive appropriate support.

If you have any concerns regarding dementia, difficulties in accessing our services, or enhanced needs please do not hesitate in contacting us. Ring, email or write and we will get back to you.



SERVICES FOR PATIENTS

WITH LONG TERM CONDITIONS

At Litcham we are here to ensure that you receive appropriate diagnosis, monitoring, treatment, education and support enabling you to enjoy a full and symptom free existence.

Last year for diabetes we were one of the top 3 surgeries in the country for blood sugar control* and are currently ranked 4th. We are 3rd for overall monitoring of the key 8 care processes*.

Please do present your passport at reception and dispensary as this will identify any outstanding tests that you have and any additional clinical

input that is needed to ensure your healthcare is optimised.

If you have any suggestions about additional services we could provide for you do please let us know.

**Ref www.nhspathways.org – 1152 participating surgeries*

LONG TERM CONDITIONS

If you have:

A long term condition please be aware that we can offer you with a bespoke management care plan, a key worker to help you better manage your condition and offer extended appointments or home visits if needed.

- | | |
|--------------------------------|---|
| Diabetes | Renal Failure |
| Asthma | Atrial Fibrillation |
| COPD | Arthritis |
| Ischaemic Heart Disease | Parkinsons |
| Dementia | Coeliac / Inflammatory Bowel Disease |
| Heart Failure | Other Long Term Condition |

NEW SERVICES

At Litcham Surgery we are continually looking to improve the range of services we provide in house for our patients.

This year we have introduced reflexology, physiotherapy / acupuncture and enhanced carer support. In addition the Wellbeing service now provides counselling and psychology here on wednesday afternoons.



Reflexology

Sally Ingham has joined our team to provide reflexology. This is on Friday afternoons twice a month. This can be helpful for chronic pain and for stress/anxiety. You will need to see one of the doctors or nurses to book a session.



Physiotherapy

Vanessa Dupont will be providing Physiotherapy sessions here at Litcham Surgery once a week. She is also able to undertake acupuncture on suitable patients. These sessions will be in addition to other community physiotherapy and can be arranged by your doctor.



Counselling and Psychological Support

Paul Calcutt will be undertaking sessions at Litcham on a Wednesday afternoon. This is provided from the Wellbeing Service. You will need to see one of the doctors to be referred to this service.



West Norfolk Carers Support

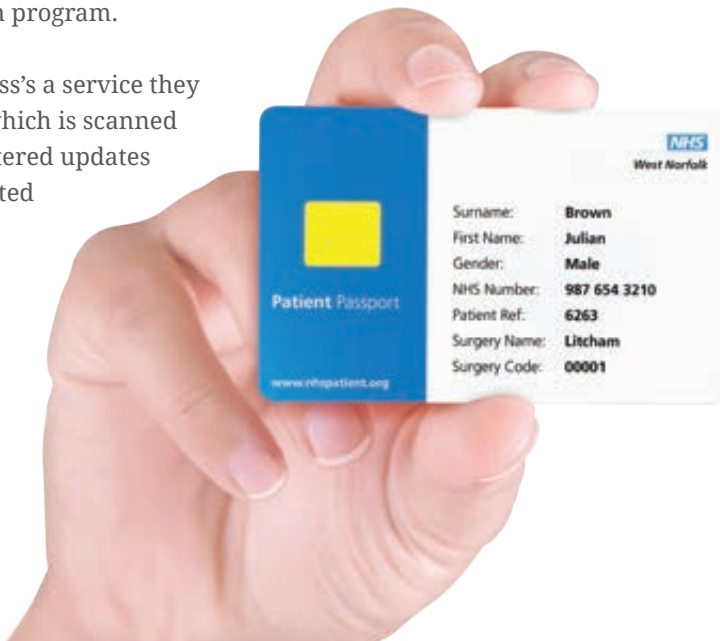
Sandra McDowall will be attending on the second wednesday of each month to provide support for any of our patients that are carers. Please do use this resource to help us maximise support for local carers.

PATIENT PASSPORT SERVICE

The patient's passport is an encrypted smartcard that only allows access to authorised personnel. It contains all your healthcare information:

- Their Healthcare Team
- Their Medical Conditions
- Their Medications
- Their Recent Hospital Admissions
- Their interactions with Local Island Health Schemes
- Their Care Plans
- Their Health Goals
- Their own education program.

Each time a patient access's a service they present their passport which is scanned and any information entered updates their centralised integrated healthcare portal.



We were delighted to have Mr Freeman, the Minister for Life Sciences, visit Litcham. He was actively positive about our new passport system and writes about this on his website (<http://www.georgefreeman.co.uk/content/innovation-litcham-surgery>).

He also tweeted excitement related to his visit and can be seen photographed with Nora and Dr Brown.



SIGNIFICANT EVENTS

Please do report back any concerns you have with any of the services we provide here at Litcham Health Centre.

Forms are available in reception and all feedback is discussed at our Tuesday morning multidisciplinary meetings.

If you don't tell us we are unable to sort out issues that are probably affecting others as well as yourself.

Thank you for taking the time to report any significant event.

CQC VISIT

After a disappointing inspection in April 2015 we look forward to the opportunity of a new inspection on November 9th.

Please do fill out your cards to enable the CQC to get an accurate overview of the level of service we are providing to our patients.

Alternatively please do contact them directly through their website (www.cqc.org.uk).



OUR AFFILIATED CHARITY WORK



We would like to thank everyone for raising over £800 from our coffee morning held at Litcham Surgery on Saturday 22nd October.

Doctor Brown will be visiting our affiliated clinic in Northern Tanzania again later this year.

WWW.HEALTHAMPLIFIER.ORG



FAMILIES, CHILDREN AND YOUNG CHILDREN

Vaccination Services

Please do get your children vaccinated to ensure that both they and vulnerable children in contact with them are fully protected against serious illnesses which still cause countless deaths each year. We want to make our community a safe environment for our children to thrive in.

Secondary School Children:

Litcham provides advice regarding contraception and sexually transmitted diseases for all its registered patients and young people attending Litcham High School. Please be aware that you will be treated professionally and with the utmost sensitivity and respect. All consults will be confidential, although we do encourage that you attend with your parent or trusted colleague.

Vulnerable Families:

If you are struggling or would like additional help in looking after your young children do not hesitate in contacting us as we are able to liaise with the extended healthcare team and ensure that you are given all the support that is available. It is essential that all patients report back any concerns that they have regarding the vulnerability of families, to enable us to ensure that an appropriate support programme is put in place. This will obviously be treated with complete sensitivity and confidentiality.

NEW SERVICE AT THIS PRACTICE
Norfolk Healthy Child Programme
3½ years School Readiness Health Check

- We are delighted to tell you about a new service available to you and your child when they are aged 3½ years
- As part of Norfolk County Council's commitment to the development of children, we are now offering a School Readiness Health Check to children registered with this practice aged 3½ years.
- The aim of the School Readiness Health Check is to help us identify, with you, if your child needs any additional support to help prepare them for starting school.
- We can advise you where to get help for your child with communication, socialising, physical exercise, nutrition, dental health and continence.
- We will work with your Health Visitor and share this information (with your consent) to try and give your child the best possible start to beginning school.
- The new School Readiness Health Check will be part of the Pre-School Immunisation Appointment and will take approximately an additional 10 minutes to complete.

**If you have not already received your appointment,
please ask the Receptionist to make this for you with the Practice Team.**

FLU CLINICS

It's that time of year again.

Who should have the flu jab?

Flu is an unpredictable virus that can cause mild or unpleasant illness in most people. It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with an underlying health condition.

Certain people are more likely to develop potentially serious complications of flu, such as bronchitis and pneumonia. These people are advised to have a flu jab each year.

For otherwise healthy people, flu can be very unpleasant. Most people will recover from flu within a week or two.

People who should have a flu jab

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are very overweight
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a front-line health and social care worker. It is your employer's responsibility to arrange vaccination for you

65s and over and the flu jab

You are eligible for the flu vaccine this year (2016-17) if you are aged 65 and over on March 31 2017 – that is, you were born on or before March 31 1952. So, if you are currently 64 but will be 65 on March 31 2017, you do qualify.

Pregnant women and the flu jab

If you're pregnant, you're advised to have the injectable flu vaccine, regardless of the stage of pregnancy you've reached.

That's because there's strong evidence to suggest pregnant women have an increased risk of developing complications if they get flu.

If you're pregnant, you will benefit from the flu vaccine because:

- it reduces your chance of getting serious complications of flu, such as pneumonia, particularly in the later stages of pregnancy
- it reduces your risk of having a miscarriage, or your baby being born prematurely or with a low birth weight because of the flu
- it will help protect your baby as they will continue to have some immunity to flu for the first few months of their life

It's safe to have the flu vaccine at any stage of pregnancy from conception onwards. The vaccine doesn't carry any risks for you or your baby. Talk to your GP, midwife or pharmacist if you want more information.

Flu jab for people with medical conditions

The injected flu vaccine is offered free of charge on the NHS to anyone with a serious long-term health condition. That includes these types of illnesses:

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease or motor neurone disease
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy

This list of conditions isn't definitive. It's always an issue of clinical judgement.

Your GP can assess you individually to take into account the risk of flu exacerbating any underlying illness you may have, as well as your risk of serious illness from flu itself.

The vaccine should always be offered in such cases, even if you are not technically in one of the risk groups above.

If you live with someone who has a weakened immune system, you may also be advised to have a flu vaccine. Speak to your GP or pharmacist about this.

Flu vaccine for children

The flu vaccine is recommended for:

- children over the age of six months with a long-term health condition
- children aged two, three and four plus children in school years one, two and three.

Children aged between six months and two years of age who are eligible for the flu vaccine should have the flu jab.

Children eligible for the flu vaccine aged between two and 17 will usually have the flu vaccine nasal spray.

Flu jab for health and social care workers

Outbreaks of flu can occur in health and social care settings, and, because flu is so contagious, staff, patients and residents are all at risk of infection. If you're a front-line health and social care worker, you are eligible for an NHS flu jab to protect yourself, your colleagues and other members of the community.

It is your employer's responsibility to arrange vaccination for you. So, if you are an NHS-employed front-line healthcare worker, the NHS will pay for your vaccination. If you are a social care worker, your employer should pay for vaccination.

In the case of health and social care workers employed by private companies, those companies will arrange and pay for the vaccinations.

Flu jab for carers

If you care for someone who is elderly or disabled, speak to your GP or pharmacist about having a flu jab along with the person you care for.

By having a Flu Jab You Will:

- **Protect yourself from a lethal illness.**
- **Protect vulnerable individuals in our community from flu.**
- **Protect Healthcare Services from excess illness over the winter months.**

Our Clinic Dates are:

Wednesday 16th November

Litcham Health Centre - 1.30-3:30pm

Wednesday 23rd November

Litcham Health Centre - 1.30-3:30pm

Do pop in and have a flu vaccine. There is no need to make an appointment (simply let reception know you would like one). It will ensure that you, your family and your community are protected for this winter.

ACCESSING YOUR RECORDS

Statement of Intent for Litcham Health Centre

New contractual requirements came into force from 1 April 2014 requiring that GP Practices should make available a statement of intent in relation to the following IT developments:

- 1.Summary Care Record (SCR)
- 2.GP to GP Record Transfers
- 3.Patient Online Access to Their GP Record
- 4.Data for commissioning and other secondary care purposes

The same contractual obligations require that we have a statement of intent regarding these developments in place and publicised by 30 September 2014.

Please find below details of the practices stance with regards to these points.

Summary Care Record (SCR)

NHS England require practices to enable successful automated uploads of any changes to patient's summary information, at least on a daily basis, to the summary care record (SCR) or have published plans in place to achieve this by 31st of March 2015.

Having your Summary Care Record (SCR) available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to.

Of course if you do not want your medical records to be available in this way then you will need to let us know so that we can update your record. You can do this via the opt out form on our website.

Dr Brown and partners can confirm that your SCR is will be automatically updated on at least a daily basis to ensure that your information is as up to date as it can possibly be. This is planned to be in place by 31.03.2015.

GP to GP Record Transfers

NHS England require practices to utilise the GP2GP facility for the transfer of patient records between practices, when a patient registers or de-registers (not for temporary registration).

It is very important that you are registered with a doctor at all times. If you leave your GP and register with a new GP, your medical records will be removed from your previous doctor and forwarded on to your new GP via NHS England. It can take your paper records up to two weeks to reach your new surgery.

With GP to GP record transfers your electronic record is transferred to your new practice much sooner.

Dr Brown and partners can confirm that GP to GP transfers will commence by 31.03.2015.

Patient Online Access to Their GP Record

NHS England require practices to promote and offer the facility to enable patients online access to appointments, prescriptions, allergies and adverse reactions or have published plans in place to achieve this by 31st of March 2015.

Dr Brown and partners can confirm that this will be in place by 31 March 2015.

We currently offer the facility to order your repeat prescriptions on-line. – please ask at reception, you will be asked to provide proof of identity.

Further online access will be available by 31st March 2015.

Data for commissioning and other secondary care purposes

It is already a requirement of the Health and Social Care Act that practices must meet the reasonable data requirements of commissioners and other health and social care organisations through appropriate and safe data sharing for secondary uses, as specified in the technical specification for care data.

At Litcham Health Centre we have specific arrangements in place to allow patients to “opt out” of care.data which allows for the removal of data from the practice. Please see the page about care data on our website.

Dr Brown and partners confirm these arrangements are in place and that we undertake annual training and audits to ensure that all our data is handled correctly and safely via the Information Governance Toolkit

**LITCHAM HEALTH
CENTRE**