

Wickham Market Medical Centre & Rendlesham Surgery

Spring Newsletter



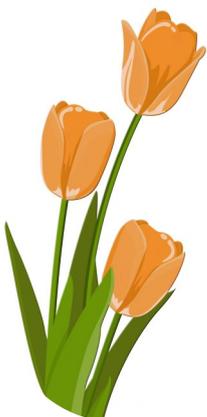
Bank holiday closings

Good Friday 29th March , Easter 1st
April, Early May Bank holiday 6th
May, Spring Bank holiday 27th May
and Summer bank holiday
26th August.

New arrival for the surgery

We are very pleased to announce
that Abi a member of our Dispensary
Team has given birth to a
lovely baby boy!

We are wishing Abi all
the best in her new ad-
venture!



ZERO TOLERANCE

Unfortunately over the past few
months we have experienced a very
noticeable increase in the level of
abusive behaviour directed towards
our staff at both the Wickham Mar-
ket and Rendlesham Surgeries as
well as on the telephone

We understand that if patients are
unwell they can become anxious
and upset. However this is obvious-
ly not an excuse for bad behaviour.
Our staff are working very hard un-
der

increasing pressures and we politely
ask that they are treated with re-
spect and courteously at all times.

General Practice has seen a great deal of change over the past few years both for patients and staff.

We are very pleased to advise patients that we now have access to a wider clinical team to best meet the health needs of our patients. Our Care Navigators are fully trained to signpost patients to the most appropriate person to meet their health care needs

Our new Pharmacy Team

What can our pharmacy team help with?

Medication Side Effects
New drug initiation queries (eg not sure on directions on how to take)
Initiating Statins
Over The Counter Queries
Interaction Queries
Compliance Issues
Repeat Medication
Clinical Queries
Usage Issues
Medication availability
Shortage queries
Medication reviews



Our new Physio Team

What can our physiotherapists help with?

Adult patients only (16+) - please note under 18's must attend with a parent or guardian

Back pain – including sciatica / 'trapped nerves', strains

Neck pain – including 'trapped nerves', strains

Shoulder pain – including muscle tears, strains, 'rotator cuff'

Elbow pain – including tennis elbow/ golfers elbow

Wrist/hand pain – including 'repetitive strain' & arthritic thumb joints

Hip pain – including osteoarthritis

Knee pain – including osteoarthritis

Ankle/foot pain – including sprains and heel pain (policeman's heel), plantar fasciitis

Our Mental Health Team

Our mental health team are able to provide a wide range of support for people suffering with mental health. If you feel you would like support or help please contact our reception team

Pharmacy first

Community Pharmacies are now offering new services to treat patients for the following seven common conditions; Sinusitis, Sore throat, earache, infected insect bites, impetigo, shingles and uncomplicated urinary tract infections for women.

For more information visit

<https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/>



MMR

Measles cases are on the rise in England and across Europe. 2 Doses of the MMR vaccine can stop your child becoming seriously unwell with measles.

If you are unsure if you or your child are up to date, check your child's red book or GP record. Please do not hesitate to book an appointment to catch up on any missed doses.

Shingles, Pneumococcal vaccinations

We are still offering Over 65's pneumonia and shingles injections. Ask our receptionists today!

Carer's

Are you a carer? Please make our reception team aware. And request one of our new carer's leaflets from Reception

Follow us on Facebook!

We are now on Facebook, please follow and keep up to date with any urgent matters happening at the surgery.



Staff

We are very pleased to welcome to the following new staff to the practice

Charlotte and Billy have joined the Reception Team. Harry and Jasmine have joined the Dispensary Team and Naomi who is an experienced Nurse Practitioner has joined the Clinical Team

Sadly we have also said goodbye to Bev who worked in the administration Team, Jade who worked in the Reception Team and Chloe who was a Practice Nurse. We wish them all the very best for the future

Have you updated your Address, Mobile number, home number, email address recently?

Please make one of our receptionists aware so we can ensure we have the best contact details for you.

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Covid Vaccinations

We will be offer spring Covid vaccinations to the following cohorts:-

- Over 75's
- Housebound
- Residents in care homes
- Aged 6 months and over who are immunosuppressed.

Once the vaccine had been delivered to the practice, invitations will be sent out to patients

Patient Group

If you wish to contact our PPG please visit our website for more information.

Cashless

The surgery will become cashless from the 1st May.



Are you, or someone you know, worried about the rising cost of living?

We are helping East Suffolk Ease the Squeeze on the rising cost of living with a range of projects, initiatives and information which is all available at www.eastsuffolk.gov.uk/squeeze

Can't access the website? Call 0333 162 000 to access Ease the Squeeze support. Also ask about face-to-face.

Shutdown afternoons up coming

18th April, 15th May, 13th Jun, 11th Sept, 17th October and 13th November.

From 1pm on these afternoons the phones will be directed to 111 to allow for staff training.

The front doors to the surgery will be open to enable patients to make appointments and pick up medication.

If you require medical attention please call 111 or for emergencies and life threatening conditions please dial 999.