

Primary Carer provision in North Norfolk  
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surgeries Social Prescribing Link Worker, Lucy Cubitt.

Lucy will contact you to discuss the issues you are facing and will support you to find solutions or access services to deal with one-off problems or long-term issues.

Social Prescribing improves people's health and wellbeing as they gain more control over their lives and become more confident about dealing with life's challenges.

The benefits of engaging with Social Prescribing can include:

- Improved health and wellbeing
- Reduced social isolation
- Increased knowledge and confidence to deal with practical and emotional challenges and issues
- Greater resilience and increased self-esteem to take on new challenges

### The Patient Participation Group

The Patient Participation Group (PPG) is there for you if you'd like to make a suggestion about the services provided by the Practice. Our email address is [ppg.fakenham@nhs.net](mailto:ppg.fakenham@nhs.net) and we would encourage you to contact us online wherever possible.

## Private providers

We have a number of rooms that we hire out to private providers to enable them to deliver their services to the people of Fakenham and the surrounding areas. We currently have a counsellor, podiatrist and an eye surgeon. If you would like more information on these providers please fill out an online *Footfall form* or take a look at the noticeboard when you next visit. We also would welcome enquiries from any other providers who may wish to hire a room for their practice. We also have a gym available for any personal trainers or Physiotherapists who may wish to hire this facility. Please contact the CEO via a *Footfall form* 'ask reception a question' to enquire.

Although we hire out these rooms, the Partners do not recommend any of the users and cannot make NHS referrals to them. Patients are free to choose who they consult for private services.

■ **Fakenham Medical Practice**  
Reception 01328 851321  
Repeat Prescriptions 01328 850324

■ **Norfolk County Council**  
**Social Services**  
0344 800 8020

Fakenham Medical Practice website  
[www.fakenham-medical-practice.nhs.uk](http://www.fakenham-medical-practice.nhs.uk)

# surgery notes

NUMBER 36 AUTUMN 2020

## Influenza vaccine season

### It's that time of year again, and in this particular year it is more important than any other to make sure you get your flu vaccine

#### Our Flu clinics will take place on:

##### Fakenham

Saturday 26 September 9am – 4pm

Saturday 3 October 9am – 4pm

##### Walsingham

Saturday 10 October 9am – 12pm

We look forward to seeing you all at one of the flu clinics, and we will be asking all those who attend to wear a face covering and **please do not attend if you have any Covid symptoms.**

This year, due to heavy demand, the clinics will work on an appointment only basis, so please make sure you are organised and book your appointment as soon as possible.

At present the groups being offered a flu vaccine will be the same as previous years.

- Includes **specific medical conditions:**  
**COPD/Asthma** – if needs regular steroid inhalers/tablet or have had a hospital admission  
**Chronic Heart Disease/Chronic kidney or Liver disease/Chronic Neurological condition** – Parkinson's, MS, Learning Disability, Cerebral Palsy, Motor Neurone Disease  
**Splenectomy** or a **weakened immune system/BMI over 40**
  - **All pregnant women**
  - **Over 65 year-olds**
  - **All care home residents**
  - **Frontline health/social care workers**
  - **Children over 6 months old with underlying health conditions**
  - **All 2 and 3 year-olds**
  - **Children in primary schools**
  - **Carers who are not employed**
- The government is looking at adding additional ages to this list but nothing has been decided so far and as soon as we get any further information we will let those affected know.

## Covid-19 and Practice policy

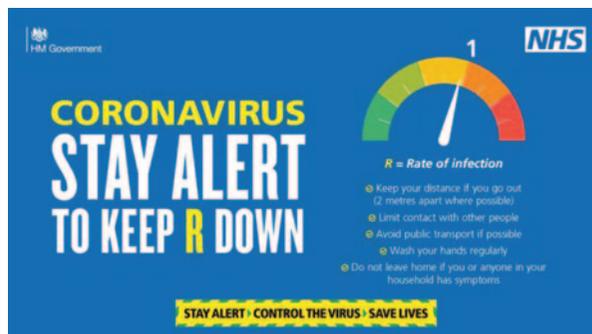
As a practice the Partners and staff are proud that we have continued to provide a service for our patients throughout the Covid-19 pandemic.

Initially this was a limited service for our most vulnerable patients. As lockdown has eased and with self-isolation coming to an end we are increasing the number of patients coming into the surgery and starting to offer more services to patients. However, in order to minimise patient footfall as much as possible you may be asked to provide an email address so your GP can contact you, to email a photograph of a problem area or take part in a video consultation. These are all measures the NHS is putting in place to continue to provide care while minimising risk.

In order for us to continue to be able to keep the surgery a safe place for our patients we ask the following:

- Please can all visitors to the Practice wear a face covering and please do not come to the Practice if you have any of the Covid symptoms.
- Please do not walk into the surgery to ask a question or request an appointment.
- Please go to our website and complete the appropriate form. If you don't have access to the internet you can call the main surgery number and speak to a Patient Coordinator who will complete the form with you.
- Please honestly answer questions and give as much information as possible – this helps your enquiry to go to the right person first time and saves time.
- Please check your junk mail – email replies do unfortunately go here sometimes.

Thank you for your assistance.



## Primary Care provision in North Norfolk

Fakenham Medical Practice is part of the Primary Care Network (PCN) that encompasses Wells, Holt and Sheringham. The objective of the PCN is to develop a large scale Primary Care provider to serve the local population.

Part of this provision is to provide staff in roles that will be of benefit to our patient population. These staff will work across the four sites of the network Fakenham is part of. The following are roles recently introduced.

### First Contact Physiotherapy

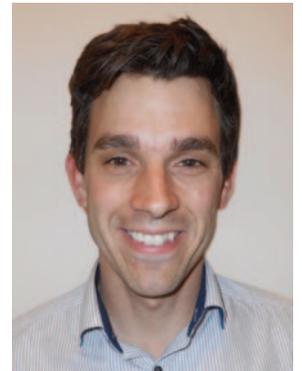
First Contact Practitioner (FCP) Physiotherapist is a new model evolving in the UK. It involves placing physiotherapists directly into GP practices to treat patients who come into the clinic with new musculoskeletal (MSK) problems. Patients with new MSK conditions can go straight to get help with a specialist physiotherapist instead of the traditional method, where they are seen by the GP then referred for a physio appointment which can take up to six weeks or more. This makes waiting times and recovery times shorter; frees up GP appointments and reduces the

need for medication.

FCP's are trained to diagnose and treat a wide variety of MSK conditions from lower back pain, osteoarthritis and shoulder pathologies to foot and ankle instability. If the condition can

be helped by physiotherapy input then an FCP should be your first point of contact. If you have a new MSK problem

or injury please contact the Practice to book an appointment with our FCP (Lee Keeler, pictured).



### Social Prescriber

Social Prescribing is a non-medical service which helps people deal with issues that are having a negative impact on their physical, mental, social or emotional health and wellbeing.

To be referred to the Social Prescribing service, talk to a health care professional at the surgery. With your consent, they will refer you to the *Continued on back cover...*