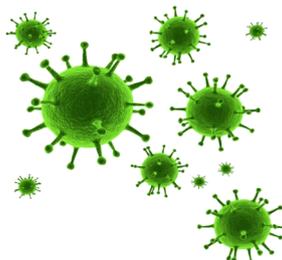




Welcome to the 29th edition of the Patient Newsletter. In each issue we have included a main article. The article this month has been written by Linda Marquis, Managing Partner at Mundesley Medical Centre.

COVID Update



We are starting to provide more routine and monitoring appointments but as COVID is still a major risk factor things have not returned to normal.

What we expect from you:

All visitors to the practice must wear a face covering (above the age of 3 years) this is to protect you, other patients and the staff. Please provide your own face covering, if possible as every mask we hand out is one less for our clinical staff.

Please continue to contact the practice via our website www.mundeseymedical.co.uk or via phone. Do NOT attend the practice in person unless you have a pre-booked appointment.

If you are attending for an appointment please attend alone (exceptions for some clinical conditions and for children).

Order your prescriptions via SystmOne online - this is accurate, stops you needing to know how to spell or say the names of your medication and reduces the risk of error by the dispensary staff. This is a better system than using our website. You are able to register online via our website or on the NHS App.

Pay for your prescriptions via bank transfer - we can provide you with the account number for an easy, cash free method of payment.

What we are doing to protect you:

All staff check their temperature on arrival at work.

All staff with any symptoms which might be due to COVID are instructed not to attend work and have a COVID test (normally within 24 hours).

Some routine testing for COVID and antibodies has taken place within the medical center team.

We ask you to wash your hands when you enter the building.

We ask all patients some screening questions prior to their appointment.



Thank you

Thank you all for the gifts of refreshments and kind words during the beginning of this pandemic. Our team has had to adapt quickly to continue to provide care in a way that is safe for you and our staff. With the rapid introduction of more technology 17 members of our team have been able to work from home when needed due to health or caring concerns. This has been an enormous learning journey for us and some of the learning will help us improve care moving forward.

We have been fortunate to receive a selection of gifts from other organisations including Norwich City Football club and Baking-A-Difference cakes.

Your kind words and gifts often gave us a boost when times were difficult.



Website Updates



We have had our interactive website in place for the last few months. We actively encourage you to use the features of the website, as all previous content (such as on-line services) remains on the website but there are many new features available for you to use such as request a routine appointment with a clinician; cancel an appointment; get help for any health problems; ask the practice a question and much more. These features enable us to respond to you through the website via your email address, so you can do more from home, work or on the move.

There is also lots of useful information on the website's 'Treatment Room' and 'Wellbeing Centre' pages, such as support and advice on mental health, carers, maternity and elderly care to pages on coughs, colds and back pain.

Flu Season



The 'flu season will soon be with us and we are working on plans to make this as safe and easy for both patients and our staff.

The vaccinations will be delivered at the practice and details will be available as soon as we receive them. Please make sure you have signed up to receive text messages or e-mails (if possible) as this is the quickest way to inform you when you can start to book appointments, or if plans change at the last moment. This might be if vaccinations are delayed, lockdown rules may have changed and if the staff or the premises become unavailable.

We hope to be able to offer the majority of adult vaccinations from September and before the end of October. There will be separate clinics for those aged over 65 and those in 'at risk' groups who are aged under 65. If you are registered for SystmOne online you will be able to book online when the appointments are open for booking. We will not be checking your pulse this year during the flu clinics.

Hello & Goodbye

Dr Hallatt retired from the practice on 30th June after 12 years at the practice.

We held a virtual leaving event for Dr Hallatt and hope that when lockdown rules allow we will be able to meet with her for a face to face event. The MMC team presented her with an Olive tree and some coasters showing maps of the locations of her medical career.

At the end of February we welcomed Dr Benedict to the practice. Dr Benedict completed his GP training in Norfolk and we were pleased that he has chosen to join us in Mundesley.



Summer Bank Holiday (Opening Times):

The surgery will be **closed** all day on:

Monday 31st August 2020.



Please make sure you will not run out medication during the Bank holiday. If you require treatment when the surgery is closed please call 111 for health information or advice. Your call will be referred to the emergency doctor as appropriate. Alternatively, pharmacies can issue emergency medication, sometimes without a prescription.

Please note that the medical centre will also be **closed** on each 3rd Thursday of the month, from 2:00pm-3:00pm, until the end of 2020 for our monthly staff training. The following dates apply: 20th August, 17th September, 15th October, 19th November, 17th December.