

# WINDMILL FLYER

MADE IN ASSOCIATION WITH WINDMILL PPG.



www.coastaldocctors.co.uk

Oct 2018 — Dec 2018

## THE TEAM

GP Partner

- Dr Steven Taylor

Salaried GPs

- Dr Wendy Clark

- Dr Navin Ghosh

- Dr Andrew Thompson

- Dr Chathuri

Hadinnapola (MAT Leave)

Regular Locum Doctors

- Dr Kevin D'Mello

- Dr Pooja Kogod

- Dr Asha Rattan

Nursing Team

- Deborah Fish

- Jo Seaman

- Margaret Dasent

HCA Team

- Vicki

- Jane

Practice Manager

- Sharon Marsden

Site Lead

- Abi

Deputy Site Lead

- Hayley (MAT Leave)

Reception Team

- Christine

- Jodie (MAT Leave)

- Kate

- Sophie

- Sue

Dispensary Team

- Emily

- Ronnie

Administration

- Jenny

- Josephine (secretary)

## SURGERY NEWS

**STAFF:** We are happy to announce that Dr Ghosh will be joining the team as a salaried GP as of the end of October.

**GENERAL:** We would also like to say a big thank you to all our patients for their patience and understanding over the last couple of years while we have been experiencing constant phone issues. We have now officially moved onto a new internet based phone line which so far has resolved the problem of calls cutting out. If you appear to still have issues getting cut off, please raise this with the Surgery.



See overleaf for details on our upcoming flu clinics.

**OUR NEXT SATURDAY CLINIC IS BEING HELD ON NOVEMBER 17th—BOOK AT RECEPTION TODAY.**

## EXTENDED HOURS ARE HERE!



**Do you struggle to get to surgery due to busy working hours? Take advantage of our new extended hours access.**

After the outcome of our recent questionnaire and correspondence with South Norfolk CCG we are now able to offer extended hours access with the Gps and nurses.

Evening appointments will be available every Monday, and quarterly on a Friday. GP and nurse appointments are now available from 6:30pm to 7:30pm on these days. These are bookable in advance only and through the Reception Team.

We also now offer telephone medication reviews with the GP on Sunday mornings.

**Please take full advantage of this wonderful new service. For more details speak with reception.**

**WE ARE OPEN:** Monday 8:30am till 8pm. Tuesday to Friday: 8:30am—6:00pm

**DISPENSARY TIMES:** 8:30-6:00. Please note, the dispensary phone line is only open between 9:00am and 1:00pm, Voice message service now available.

For an on the day urgent doctor appointment please contact the Surgery at 8:30am. Pre bookable appointment availability is based on demand and usually averages 2 weeks. We also offer GP telephone appointments for anything you feel can be dealt with over the phone.

What we offer:

- Childhood Immunisations
- Phlebotomy,
- Travel Advice and Immunisations,
- Minor Injury Service,
- Minor Surgery including Cryotherapy,
- Sexual Health - Including coil and contraceptive implant fitting, emergency contraception.
- Diabetes & Respiratory Specialist clinics
- Chronic Disease Management
- NHS Health Checks to all patients aged 40-75yrs
- Cervical Screening
- Flu Vaccination Clinic

## APPOINTMENTS

Windmill Surgery, London Road, Wymondham, NR18 0AF. Telephone 01953 607607

Reception email: windmill.reception@nhs.net.

Dispensary email: windmill.dispensary@nhs.net

# Your Local Pharmacies



Pharmacists play a key role in providing quality healthcare. They're experts in medicines, and use their clinical expertise, together with their practical knowledge, to advise you on common problems, such as coughs, colds, aches and pains.

Did you know that pharmacies can help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception? Lots of pharmacies are open until late and at weekends. You don't need an appointment – you can just walk in. Your pharmacist can also talk to you confidentially without anything being noted in your medical records.

**BOOTS, POSTMILL—NR18 0NL**

**WELL, MARKET STREET—NR18 0AJ**

**BOOTS, HETHERSETT—NR9 3BA**

**LLOYDS, ATTLEBOROUGH—NR17 2AH**

# Flu Clinics



If you are a child, have a long term condition or over the age of 65 you are eligible for a free flu jab through the surgery.

We offer the nasal vaccines for children aged 2-3, children older than this will be invited by their school.

Our next Saturday flu clinic is being held on November 17th, this is a bookable clinic. There will also be appointments available during surgery hours after this clinic.

Child nasal flu clinics are being held during surgery hours on various days, please speak to a member of the reception team to book.

Housebound patients will be contacted and informed of a date when the nurses will be visiting.

**ASK AT RECEPTION TODAY!**

# Community Groups

Wymondham Diabetes Group— A support group for people and families affected by diabetes. Meets every other month on the 2nd Tuesday at Fairland Church 2-4pm. Contact Anne Hoare on 01953 607494.

Roots Community Café— A volunteer service provided by Wymondham Baptist Church. Feeling lonely or just want a chat and bit of support? Pop along Monday—Friday 10am-1pm. Contact: office@wymondhambaptist.org or 01953 606520.

Wymondham Dementia Support Group— Providing a safe, friendly and understanding environment for people living with dementia and their Carers. Meets every Mon & Fri 10am-12:00. Fairland Church. Contact Dianne Fernee on 07712727897.

The Hub—Hub Community Project aims to build a strong and resilient community where everyone is valued, cared for and included. It provides the settings and opportunities for people to be empowered and to grow in relationships and skills. It provides much needed resources and equipping for those in the community who need assistance, enabling people to build strong foundations for their future.

Cup of caring—If you are caring for someone this group can offer you support and respite. The group meets on the second and last Thursday of each month, 10.30am – 12noon at The Hub.

Meeting Point—If you are new to the area, sometimes feel alone or isolated, want to meet new people or simply know you should 'get out more' why not come and join us for coffee and a chat? - Meeting every Friday at 10.30am at The Catholic Church in Wymondham.

The Space Youth Café 6-13 years—A place to come, be yourself, relax and build relationships with the team and other young people. The Space runs throughout the school term and is open to all secondary aged youth. The Space is open Tuesdays (term time) 2.15pm – 4.30pm. 50p entry.

The Hub, Ayton Road, Wymondham, NR18 0QJ 01953 798505.

# Good To Know

- Written by Windmill Site Lead Abi.

**Test Results Process:** We will ONLY contact a patient direct when test results come back abnormal, You are more than welcome to contact the surgery at any point to ask about your results. Blood results tend to take 2-5 working days to come through, depending on what tests are being carried out.

**Travel Vaccinations:** When travelling abroad please fill in one of our travel vaccination forms at least 6-8 weeks prior to

**Private Fees:** Requests for letters and signatures from the GP's is considered private work and there will be a fee at the Doctors discretion. This is due to this work not being funded by the NHS and this work can not be done during working NHS hours. Also, not all Doctors are obligated to do private work. Please ask at reception if you have any queries regard private work.

**Hospital Results:** If you have tests done that have been requested by a hospital consultant, these results will go directly back to that consultant. Please do not contact the surgery for these, Contact your consultant.

# WINDMILL PPG

Please see the PPG Board in reception for more information.

Our next meeting is early December - if you wish to have your say in your care please join us. Either leave you details with the reception or contact the Chairman, Christopher Longhurst on 01953 605126. Email: chris@capernwray.eclipse.co.uk.

**If you would like to receive this newsletter via email in the future please fill in below, tear off and hand to the reception team. Thank you.**

**Name:**.....

**DOB:**.....

**MOB:**.....

**Email Address:**.....