

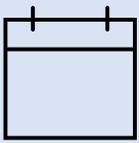


**Welcome to  
Hingham Surgery.**

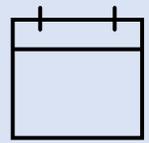
# **Hingham Surgery Newsletter**

*Issue 47  
(Winter)*

**Our aim is to provide you with a caring, friendly and efficient service and to be approachable and accessible.**



## Appointment DNA's



In November alone we had 131 appointments that were missed.

This equated to over 27 hours of clinician time that could have been spent seeing other patients.

We understand that there will be circumstances where you can no longer attend an appointment or may no longer require it.

If this is the case please let us know as we could offer these appointments to other patients.



## Contact Information



### **Have you recently updated your contact details?**

Please make sure you inform us when you update your contact details.

We can then keep our records as up to date as possible.

### **Can we contact you by text?**

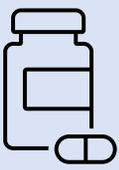
If so, please let the receptionist know so we can record your consent on your record.

We may text you:

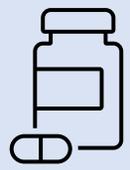
- To send survey/questionnaires which save directly into your record
- With a link so you can send photos to the clinician of your rash or lump for example
- Ask you to update clinicians on your treatment or wellbeing
- Invite you to health screenings or vaccinations
- Send referrals letters or summaries
- Contact you if you miss an appointment e.g. at outpatients
- Contact you if you are not able to answer a phone call
- Send you test results or ask you to call to discuss your results
- Send you general public health messages about COVID 19, flu clinics, mental health or wellbeing services
- In relation to research projects, unless you have objected

You can object at any time by getting in touch with us.

If you share a mobile phone with someone, please be mindful that they may see information about your health.



## Prescription Requests



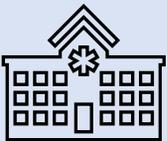
Please remember that we need at least three full working days to process your prescription request.

Please remember when ordering medication at the weekend or over bank holidays, we still need three full working days to process your request.

Please also remember to allow enough time when ordering your medications over the Christmas period.

Please note you are able to order your medication one week in advance before it is due.

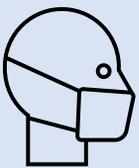
Please request your medication via the NHS App, Online Services or via our website where possible. If you are unable to do so, you can call us after 14:00 on 01953 850237.



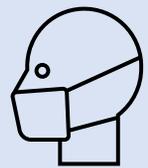
## Staff Changes



We are pleased to welcome Kate who has joined our Reception team, our new Care Co-Ordinator Hayley and Dr Cathryn Ruddock who has joined our team of GP's on a permanent basis.



## Wearing Face Coverings In the Surgery.



We would kindly request that any patient attending with respiratory symptoms wears a face mask.

Please be aware that for your protection and that of others, we may ask you to wear a face mask if respiratory symptoms are observed.

## Urine Samples

We will not accept samples in anything other than our sample pots. These are available from Reception.

Please also ensure we have your details when handing a sample over. Your sample will not be tested if we do not have your details.

# New Year's Resolutions

## Stop Smoking

Will 2024 be the year for you to quit?

It's much easier to stop smoking when you get the right support and there are lots of options to choose from.

If 2024 is going to be your year to stop smoking, scan the QR code or visit the website below to give yourself the best chance of success:

<https://www.nhs.uk/better-health/quit-smoking/>



## Drink less

Cutting back on the booze can be a really effective way to improve your health, boost your energy, lose weight and save money.

Any reduction in the amount you drink every week will be beneficial – and with the right help, it's easier than you think.

Scan the QR code or visit the link below to find out some simple tips and tools to help you start cutting down today.

<https://www.nhs.uk/better-health/drink-less/>



## Active Norfolk

Active Norfolk is the Active Partnership for Norfolk, funded by Sport England to help Norfolk residents to live a healthy and active lifestyle. They offer several activities including Running, Flexibility & Balance, and Exercise classes.

To find out about upcoming activities, scan the QR code or visit

<https://www.activenorfolk.org/public/activity-finder/>



# New Year's Resolutions

## Walking For Health

Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier. Walking briskly can help you build stamina, burn excess calories and make your heart healthier.

You do not have to walk for hours. A brisk 10-minute daily walk has lots of health benefits and counts towards your 150 minutes of weekly exercise, as recommended in the physical activity guidelines for adults aged 19 to 64.

For more information, scan the QR code or visit:

<https://www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/walking-for-health/>



## Get running with Couch to 5K

Taking up running can seem like a scary prospect, especially if you feel out of shape or unfit. NHS Couch to 5K will help you gradually work up towards running 5km in just 9 weeks.

For more information, scan the QR code or visit:

<https://www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-couch-to-5k/>



## Eating a Balanced Diet

Eating a healthy, balanced diet is an important part of maintaining good health, and can help you feel your best. This means eating a wide variety of foods in the right proportions, and consuming the right amount of food and drink to achieve and maintain a healthy body weight.

For more information, scan the QR code or visit:

<https://www.nhs.uk/live-well/eat-well/how-to-eat-a-balanced-diet/eating-a-balanced-diet/>



# Nurses Section

## Flu Vaccination Clinics

Don't forget that if you are eligible, you can still get your free flu vaccination at the Surgery. If you do not wish to have the Flu Vaccination this year, please let us know via the Contact the Practice form on our website.



If you fall into one of the following groups, please book via online services / NHS App in the first instance or contact Reception to make an appointment:

Eligible patients include all those aged 65yrs and over and those aged 18-64yrs in one of the following groups:

- Those with an underlying health condition
- Pregnant women
- Those in long-stay residential care homes
- Carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- Close contacts of immunocompromised individuals
- Frontline healthcare workers without access to employer led occupational health schemes

## Blood Pressure Monitoring

Please remember to return your Home Blood Pressure Monitors on time.

We have a waiting list for these so it's imperative that we have these back in the Surgery so they can be tested and cleaned, ready for the next patient.

## Stay Warm And Well This Winter

Your health and well-being are important. There are things you can do to protect yourself and those around you.

This winter it's more important than ever to take care of your health as we face a bad flu season and COVID-19 is still with us.

Are you winter-ready? Check you have everything you need to look after your health to prevent common winter illnesses from developing into more serious health issues.



For more information, scan the QR code or visit:

<https://improvinglivesnw.org.uk/our-work/our-campaigns/warm-and-well/>

# Nurses Section

## Carers in Norfolk and Waveney

Unpaid Carers of all ages play a vital role in keeping people safe and well at home who would otherwise need ongoing care from local services. Local and national data consistently shows that caring can have a significant negative impact on Carers' own health and wellbeing.



Scan the QR code to see what support and information is available in Norfolk and Waveney. Alternatively, visit <https://improvinglivesnw.org.uk/our-work/healthier-communities/carers-support/>

If you haven't already, let us know you are an unpaid Carer by filling in the Register a Carer form on our website. Scan the QR code or visit <https://hinghamsurgery.co.uk/navigator/register-a-carer/>



## Volunteering

Community Support Volunteers provide a vital service for people in Norfolk and Waveney who have just left hospital or those that need a bit of extra support at home.

There are hundreds of volunteering opportunities throughout Norfolk that could fit your interests, skills, location and availability.



For more information, scan the QR code or visit: <https://www.voluntarynorfolk.org.uk/>

## My Type 1 Diabetes

MyType1Diabetes is a free digital resource with tailored support to help adults live well with their type 1 diabetes. Scan the QR code to sign up today or visit <https://www.mytype1diabetes.nhs.uk/>



## Healthy Living for people with Type 2 Diabetes

Healthy Living for people with type 2 diabetes is a free online service Designed to help you live well with type 2 diabetes. Get support at home, work, or on the move. Scan the QR code to sign up today or visit [www.healthyliving.nhs.uk](http://www.healthyliving.nhs.uk)

