

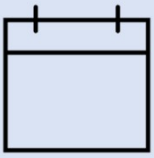
A photograph of the Hingham Surgery building, a two-story brick structure with a red tiled roof and a prominent gable window. The building is set against a clear blue sky, with a paved area and some greenery in the foreground.

**Welcome to  
Hingham Surgery.**

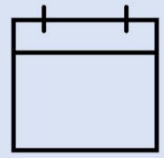
# **Hingham Surgery Newsletter**

*Issue 51  
(Winter)*

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



## Appointment DNA's



In December alone we had 133 appointments that were missed.

This equated to over 31 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?**

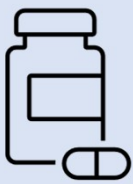
If so, please let the receptionist know so we can record your consent on your record.

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 be advised from the 1st November 2024 we have not been accepting prescription requests over the phone.

We encourage our patients to order their prescriptions via one of the following alternative methods in the first instance:

- Using your NHS account (through the NHS website or in the NHS App)
- Using the GP online system: SystmOnline
- Fill out a repeat prescriptions request form on our website
- In person (prescription box available at reception)

Please only order your medication if you need it and whichever system is used, please ensure your requirements are clearly indicated.

We do not take repeat prescription requests via email.

## Collecting Your Prescription

Please allow 3 working days for the prescription request to be processed, giving sufficient notice before the medication runs out.

Prescriptions requested more than one week early will only be dispensed early if the dates involve Pharmacy closures, e.g. Bank Holidays or personal holidays. Please add a note to the request if that is the case.

For more information on prescriptions, please scan the QR code or visit the [Prescriptions](#) page on our website.



## Staff Changes



We are pleased to welcome Katharine who has joined our Reception team.

## Flu Vaccination Clinics

Don't forget that if you are eligible, you can still get your free flu vaccine 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. This does not prevent you from changing your mind in the future.

If you fall into one of the below groups, please book into a flu clinic 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

## RSV Vaccination Clinics

RSV vaccine appointments will be available to book at Hingham Surgery throughout the year. Please bear in mind you may receive a link via text message to book your RSV vaccinations with us.

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

Eligible patients include:

- Those aged 75-79yrs
- Those who turn 75 after 01/09/24 will become eligible as of their 75th birthday
- If you turned 80 on or after the 1 September 2024, you're eligible for the RSV vaccine until 31 August 2025
- Pregnant women from 28 weeks onwards

Please let us know via the [Contact the Practice](#) form on our website if you wish to decline the RSV vaccination. This does not prevent you from changing your mind in the future.



# Nurses Section

## 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.

## 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 be destroyed if we do not have your details.

## Breast Screening

NHS breast screening checks use X-rays to look for cancers that are too small to see or feel. Anyone registered with a GP as female will be invited for NHS breast screening every 3 years between the ages of 50 and 71. You'll get a letter in the post inviting you.



For more information on breast screening in our area, scan the QR code or visit:

<https://www.nnuh.nhs.uk/departments/breast-screening/>

CoppaFeel are the first breast cancer charity in the UK to solely create awareness amongst young people, with the aim of instilling the knowledge and tools they need to get to know their bodies.

For more information about CoppaFeel, scan the QR code or visit:

<https://coppafeel.org/>



For further information on how to check your breasts, scan the QR code or visit:

<https://www.nhs.uk/conditions/how-to-check-your-breasts-or-chest/>

# Nurses Section

## Recycling Insulin Pens

Did you know that discarded insulin pens generate around 1.5 thousand tonnes of waste every year in the UK? Can your Insulin pen be recycled? Find out by scanning the QR codes or visiting the websites below:

Novo Nordisk

<https://www.pen-cycle.co.uk/>



Sanofi

<https://www.mysanofiinsulin.co.uk/repen/>



## 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/>

## Asthma + Lung UK

Asthma + Lung UK is a British charity focusing on respiratory health, in particular asthma and lung disease. They provide several support methods including online guides such as [How to stay well in cold weather](#)

To view their other resources, please scan the QR code or visit

<https://www.asthmaandlung.org.uk/>



## COPD

Chronic obstructive pulmonary disease (COPD) can affect many aspects of your life. But there are some ways to help reduce its impact.

To find out more, scan the QR code or visit the [NHS website](#)



# 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/>

