

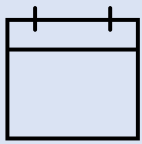


**Welcome to
Hingham Surgery.**

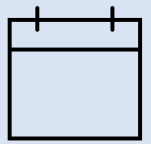
Hingham Surgery Newsletter

*Issue 52
(Spring)*

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



Appointment DNA's



In March alone we had 111 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.

Community Car

Please be advised the Community Car scheme only covers patients living in Hingham, Hackford or Deopham. They do not cover the Breckland area.



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.

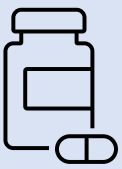
Can we contact you by text?

If so, please let the receptionist know so we can record your consent on your record. If you share a mobile phone with someone, please be mindful that they may see information about your health.

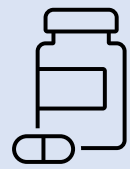
We may text you:

- 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.



Prescription Requests



Please be advised that we no longer accept 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.

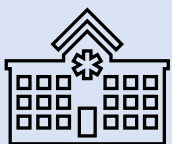
We do not take repeat prescription requests via email.

Collecting Your Prescription

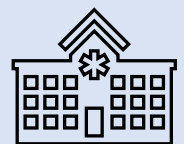
Please allow 3 working days for the prescription request to be processed, giving sufficient notice before the medication runs out.

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 Sue into a new Deputy Practice Manager position.

We also welcome Charlotte to our Reception team, Fahmida to our Admin team and our new Healthcare Assistant, Sheridan.

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

Losing Weight

If you're overweight, losing weight has many health benefits. It might help reduce the risk of developing health conditions such as high blood pressure, heart disease and type 2 diabetes.

Making small, simple changes to what and how much you are eating and drinking can really help you lose the pounds.



For more information, scan the QR code or visit
<https://www.nhs.uk/better-health/lose-weight/>

Eating Well

The Eatwell Guide shows how much of what we eat overall should come from each food group to achieve a healthy, balanced diet. You do not need to achieve this balance with every meal, but try to get the balance right over a day or even a week.

For more information, scan the QR code or visit
<https://www.nhs.uk/live-well/eat-well/food-guidelines-and-food-labels/the-eatwell-guide/>



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/get-active/>



Diabetes UK

Diabetes UK is the leading charity for people living with diabetes in the UK. They campaign for better care, give support in times of need and fund ground-breaking research into new treatments and a cure.

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



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/>



Stop Smoking

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

If 2025 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/>

Mental Wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

For more information, scan the QR code or visit the link below:

<https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/>

