



Health Matters – July 2020

*An occasional update from
Hoveton & Wroxham Medical Centre.*

- **Appointments.** Most appointments continue to be by telephone unless the clinical decision is that a face-to-face appointment is necessary. This will continue for the foreseeable future. We are though resuming health checks and screening activity based on local clinical judgement and national direction.

Some do's and don'ts... Please:

- **do not come to the Medical Centre if you do not have an appointment.**
- **do wear face coverings/masks when you do attend the surgery.**
- **don't arrive too early (or late) as our waiting room now has much lower capacity.**
- **do follow the signs, our one-way system and other precautionary measures.**

- **GP Survey.** The results of the annual patient survey have been released. It has been encouraging to see that the scores for Hoveton & Wroxham Medical Centre have improved upon last year and that in almost every case we score above the local (Norfolk & Waveney Clinical Commissioning Group) and national averages. You can look at the data at www.gp-patient.co.uk.

We nevertheless are not resting on laurels and we respond to all feedback. The **Patient Participation Group** is a valued route for you to voice your questions and concerns. Let the Practice know if you want to discuss anything with the PPG.

- **Self-Referral Physiotherapy.** This service is proving particularly successful with over 90% are then being able to self-treat their symptoms based on the expert advice from Pure Physiotherapy. The service provides a telephone call from a specialist physiotherapist with diagnosis, advice regarding treatment and if necessary, referral on to specialist services. Face-to-face services will be implemented when the current COVID-19 situation allows.
For patients with spinal, joint or soft tissue pain, please call Pure Physiotherapy on 01603 791190.
- **Research.** The University of Cambridge CLIMB team are interested in peoples' views on consent and information sharing between NHS services. If you are interested in taking part in their anonymous survey then please follow this link www.climbproject.org.uk The survey is voluntary and takes 15-20 mins but you can take a break. When asked where did you hear about this survey don't forget to tick 'from a GP' and put Hoveton & Wroxham Medical Centre for our surgery.
- **Covid-19 Most Vulnerable Patients.** The NHS has indicated that the most vulnerable patients can reduce the current strict regime of precautions from 1 August. For those shielding patients, the NHS website provides valuable information on what to do next.
- **Hospital Referrals.** Patients should still expect to wait longer than usual for non-urgent or elective procedures. Each hospital will be contacting their patients as appointments/operations are confirmed. Or alternatively, call Outpatient Bookings via the NNUH switchboard on 01603 286286.