

Patient Newsletter Autumn 2023

Feedback

Thank you to everyone who has completed our autumn patient survey. It is really important to hear how our patients feel we are doing. If you have a few spare moments to follow the QOF code and complete our patient satisfaction survey, it would be much appreciated.



We also run friends and family feedback which is NHS wide. If you'd like to give us feedback through this there are forms in our waiting room and on our website. In September 2023, 91% of our patients would recommend us to their family or friends.

Long Term Conditions (LTC)

We have introduced a new annual review recall process. We are hoping that this process will be easier for patients.

What is a Long Term Condition?

A long term condition includes illnesses such as:

- Respiratory disease
- Heart disease
- Stroke
- Diabetes
- Kidney disease
- High blood pressure
- Epilepsy
- Mental health problems

Many long term conditions need an annual review to ensure your condition is being appropriately managed (by you as the patient, and us as your healthcare provider), identify problems or concerns and build your confidence and knowledge to manage your condition.

How Does The Process Work?

Patients with long term conditions will now be invited for their annual review around the month of their birthday.

For some conditions, it may be necessary to have more than one appointment (for example, a blood test) and then your review appointment. Most reviews are completed by our specialised nursing team but in some cases, it may be necessary to have your review with a GP. When you receive your invitation you will be advised what appointments are needed and who with.

Some conditions may need an interim review (e.g., six months), if this is the case the clinician will discuss this with you during your annual review.

What Does This Mean For Me?

Patients will now be called around the month of their birthday, so for this year it may be that patient's reviews are over or under the normal year (e.g., if a your birthday is in October but you had your review in January, you will get invited in for your annual review in October) however this should be resolved in 2024. We ask that you still attend for your appointment when you are invited.

If you are struggling to manage your long term condition and need support from the practice before you are invited for your review please contact the practice.

If you have any questions about our annual review process, please do not hesitate to contact Reception.

Update on Autumn Health Campaigns

If you are eligible for a covid and/or flu vaccine you should have received an invitation to attend a clinic at Watton Medical Practice or Thetford Healthy Living Centre.

So far, 3840 patients have received their flu vaccine and 3165 patients have received their covid booster.

If you think you are eligible for a covid and/or flu vaccine and have not received an invitation, please contact the surgery.

New Staff

Since our last newsletter we have had the following staff members join the practice.

Dr O Adewusi – Salaried GP
Lorraine Gregory – Care Navigator
Rhiannon Patrick – Care Co-Ordinator
Aaron Perry – Paramedic
Adele Freeman – Care Navigator
Grace Luxton – Care Navigator

Did You Know...

Patients living in Norfolk can take advantage of a pilot in Thetford and Watton which is aimed at making it easier to check if they have sexual health worries without having to travel to an out-of-town sexual health clinic or see a doctor or nurse.

The Breckland Alliance Sexual Health Services pilot, funded by Public Health and launched in June is a service for people with no symptoms or concerns but would like to take a sexual health test for peace of mind. Appointments are provided at Watton Medical Practice and can be booked through reception or our website.

The Breckland STI service is available for anyone over 16 who wishes to test for HIV, syphilis, gonorrhoea and chlamydia. Patients who request the service are booked into a specialist clinic and given a pack with instructions to test for chlamydia and gonorrhoea. Blood tests for HIV and syphilis are always carried out at this time.

Patients will have an appointment with a trained healthcare assistant, who will explain the tests and how results are received and assist with blood samples. The patient will then be shown to the bathroom where they are asked to provide a swab and/or urine sample.

Negative results are usually sent to patients via text message within 7-10 days and the text message will explain that all results are negative, meaning that no infection has been found. Patients with a reactive result will need to book an appointment for further screening at the Norwich iCash service.

Focus on...

Rhiannon Patrick – Care Co-Ordinator



Rhiannon has worked within different healthcare settings, mainly in homes that specialise in Dementia. In 2017 she started studying a level 3 diploma in Allied Health Professionals and passed with a merit. In her spare time, she enjoys going to the gym, spending time with her 2 children and her dog.

If you cannot attend your appointment, please contact the surgery to let us know. From 01 June to 30 September, 764 appointments were missed.