



**Summer 2024**

## **Welcome to the first Castle Partnership Newsletter!**

We are delighted to be publishing the first edition of the Castle Partnership Newsletter.

In this edition we will let you know about what's happening in the surgeries, share feedback we have received and invite you to get involved in some of the work we do by joining our Patient Participation Groups (PPGs).

Let us know what you think of the newsletter. If there is something you'd particularly like to know more about, please let us know by scanning the QR code, we would love to hear from you.



### **Goodbye to Dr Perez Morales and Dr Morley!**

Dr Perez-Morales retired on Thursday 1<sup>st</sup> August 2024. Dr Perez-Morales was based at Mile End Road Surgery and will be very much missed by both patients and colleagues alike. We marked the occasion with a retirement lunch on her last day, when she was presented with gifts and cards from colleagues and patients.



Dr Morley has announced her intention to retire. Dr Morley worked mostly from Tuckswood Surgery and is retiring on medical grounds after a long period of cancer treatment which remains ongoing. Sadly, this means that she will not be able to continue working as a GP, which she has done for the last 24 years after relocating to become a Partner at Castle Partnership.





## A big welcome to Dr Seago & Dr Thacker

Dr Seago has joined Castle Partnership as a Salaried GP and will be working at both Mile End Road Surgery, and Gurney Surgery:



*“Hello, I'm Dr Seago. I've been completing the end of my GP training with Castle Partnership for the last year, and I'm pleased to announce that I will soon be joining the team as a fully qualified GP. I grew up in Norfolk, near Reepham, and completed my medical degree at Cambridge University in 2019. I came straight back to Norfolk after university as I love the people and the countryside! When I'm not at work I enjoy travelling, hiking, tennis and long walks on the beach with my two dogs.*

*I've got to know lots of you over the past year and I look forward to meeting more of you over the coming months!”*

Dr Thacker is joining Castle Partnership as GP Partner in September, working at Tuckswood Surgery.

*‘I was born and raised in Southwest London. My academic journey took me to Charles University in Prague, where I completed my undergraduate training. After earning my degree, I returned to England and worked in various locations, including London, and Boston - Lincolnshire, before eventually joining James Paget Hospital. It was during this time that I discovered and fell in love with Norwich, leading me to pursue my GP training in this vibrant city.*

*Upon completing my training, I worked as a salaried GP for a year, then transitioned to a locum GP role. For the next four years, I served in various practices, gaining invaluable experiences and insights. I am now thrilled to have the opportunity to start a new chapter with the Castle Partnership.*

*In my free time, I cherish surrounding myself with friends and family. Cooking is a passion of mine; I delight in bringing people together over delicious meals.*

*I am genuinely excited to join the Castle Partnership family and look forward to contributing to our shared success.’*





Did you know in addition to our Nurses and Doctors, we have other professionals that may be able to help.

### **Social Prescriber & Care Coordinators – Emma, Dominick, Emily & Jade**

Social prescribers can refer patients to local services that support a patients' social, emotional, or practical needs. They work with the patient to understand what could help and find the best support available in the local community ie;

- Support with finance/budgeting
- Food vouchers
- Baby food bank
- Low-income support
- Help complete forms ie – PIP, finance, parking applications.
- Student finance
- Signpost to social groups to meet new people – loneliness, cultural groups.
- Blue badges
- Healthy lifestyles
- Carer support
- Housing support
- Benefits
- Skills and employment
- Carers – offering support and advice.

### **First Contact Physiotherapists – Ahmed, Caroline, Steve**

First Contact Physiotherapists (FCPs) are physiotherapists with an expertise in the assessment and management of musculoskeletal conditions.

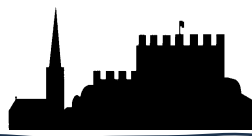
You may be offered an appointment with a physiotherapist for the following problems:

- All soft tissue injuries, sprains, strains, or sports injuries
- Arthritis – any joint
- Possible problems with muscles, ligaments, tendons or bone, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal pain including lower back pain, mid-back pain and neck pain.
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Changes to walking
- Post-orthopaedic surgery

The physiotherapist will:

- Assess you and diagnose what's happening.
- Give expert advice on how best to manage your condition.
- Refer you on to specialist services if necessary.

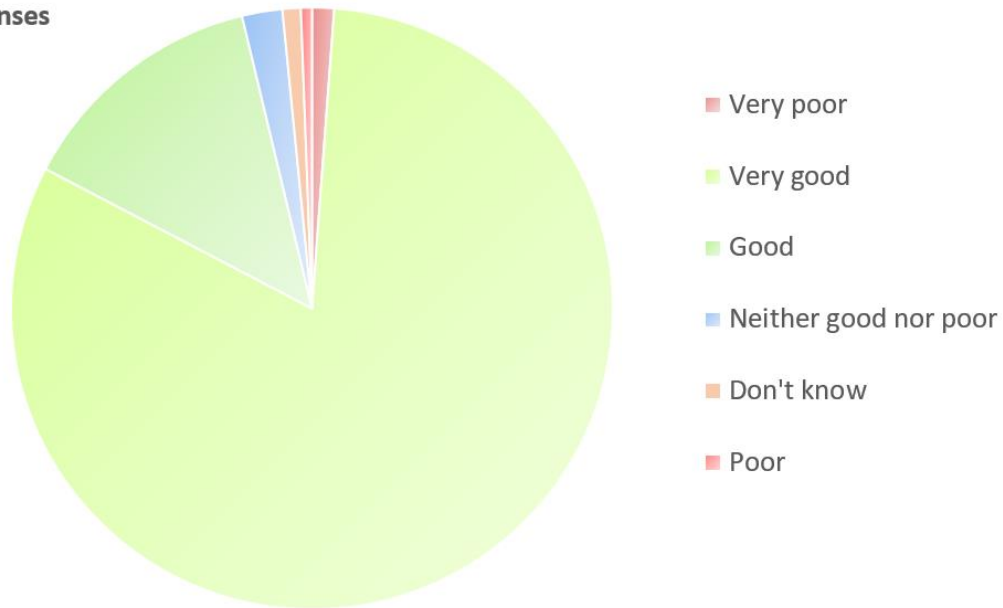
**\*\* If you think you might benefit from seeing one of these professionals, please let our Patient Services Team know via the website, phone or in person. \*\***



## Friends & Family Test

If you have visited the surgery recently you may have been sent a text message asking how you rate our service. In July, we received 508 responses:

Responses



We are extremely pleased with the results and have also received some fantastic comments. **All** feedback, including any constructive criticism, gives us an opportunity to look at what we are doing well, but also allows us to look at the areas you feel we can do better and address them.

In future editions we will tell you what we have done in response to some of the feedback, so please do take a couple of minutes to respond if you receive an invitation.

### This is what you've said:

*'The Physio was on time. He was extremely helpful and explained everything.'*

*'Nurse was extremely kind, supportive, professional and excellent at her job but also thoughtful and understanding.'*

*'The Doctor, Nurses, Receptionists are patient, caring and very helpful. The team tried to do their best to explain everything and provide alternative options.'*

*'Doctor very helpful and listened to me. Receptionist also very helpful with my enquiry. Waiting room comfortable and plenty of space.'*

*'Excellent service, brilliant Receptionist, very helpful'*

*'The care I'm receiving from the Doctor & Nurses is exemplary.'*

*'Friendly, understanding, and professional staff, from Reception, Nurse to Doctors, in all areas'*





## Missed Appointments



Each month we offer on average 8,500 appointments across the three surgeries, on average 315 of these appointments are wasted as people fail to attend, or do not contact us to cancel.

8729 Appointments Offered in July 2024      261 Did **Not** Attend

7998 Appointments Offered in June 2024      324 Did **Not** Attend

8732 Appointments Offered in May 2024      360 Did **Not** Attend

These appointments could have been offered to patients who needed them, and with health services facing increasing levels of demand, reducing the number of missed appointments will help to protect the NHS. It only takes a minute to cancel your appointment.

**\*\*You can easily cancel your appointment by respond to your confirmation text, by calling and choosing option 1, by contacting us via the website or by popping into Reception. \*\***

## Travel Clinic



Did you know that we offer travel vaccinations at our Mile End Road Surgery? If you are off travelling and require vaccinations, speak to one of our Patient Services team who be able to arrange an appointment with one of our Travel Clinic nurses.

If you decide to proceed with recommended vaccinations, you can arrange an appointment in preparation for your travel.

Please note that there may be a charge for some vaccinations as not all are included in the services provided by the NHS. Please allow at least six weeks before you travel to ensure that you are well protected when the time comes.





## Visit your Pharmacy First!

Most pharmacies can help you with seven common conditions without needing a GP Appointment:

- **Sinusitis** (adults and children aged 12 years and over)
- **Sore throat** (adults and children aged 5 years and over)
- **Earache** (children and young adults aged 1 to 17 years old)
- **Infected insect bite** (adults and children aged 1 year and over)
- **Impetigo** (adults and children aged 1 year and over)
- **Shingles** (adults aged 18 and over)
- **Urinary tract infections** (women, aged 16 to 64 years old)

### New Phone System

We hope you have noticed an improvement with our telephone system.

In July we received **11,043 calls**.

On average our call wait is **2 minutes 21 secs**, previously this was around 20 minutes.

We aim to reduce our call wait to under **One** minute.



### Follow us on Facebook!

We have an excellent Facebook Page that contains helpful information and advice for patients. If you can, why not follow us? Scan the QR to find us.





## Our Patient Participation Groups

At Castle Partnership we are committed to engaging with patients, carers, and relatives to enhance the care we provide. Our Patient Participation Groups (PPGs) are led by the Business Manager and Patient Relations Lead.

We have two small but enthusiastic PPGs: one for Tuckswood and Mile End Road Surgeries and one for Gurney Surgery. Our PPG members meet six times per year, and the meetings provide an opportunity for patients, healthcare professionals and practice staff to come together to share experiences and promote conversations that improve the delivery of care.



At present the meetings are face-to-face, but we are exploring the possibility of online meetings so that they appeal to a wider group of patients.

Our PPG members support us in many ways, including marshalling at flu and COVID vaccination clinics and are fantastic at keeping the clinics – and the practice staff – working smoothly.

If you are interested in finding out more, please drop us an email:

[nwicb.castle.partnership@nhs.net](mailto:nwicb.castle.partnership@nhs.net) or speak to a member of our reception team.

## Help Us to Help You!

There are a few things we can all do to make life easier for everyone:

- Up to date information is essential to keep patients safe: please ensure your information is kept current with the correct contact number, address and next of kin details. Please speak to one of our Patient Services team if you need to update your details.
- If you are not contacting us for something urgent, you may wish to try calling when phone lines are a bit quieter: they are always at their busiest first thing in the morning, so why not try calling in the afternoon if your enquiry can wait for a few hours?
- Prescriptions can take up to two working days to be processed by the surgery, so please bear this in mind when requesting medication, particularly around Bank Holidays.

## Future Editions

We hope you have enjoyed the first ever edition of our patient newsletter. Please let us know your thoughts and ideas for future editions.

We will publish each edition on the website, and there will be printed copies available in each surgery.

If you've ever thought about becoming more involved in the Partnership, why not have a chat with our Patient Participation Group members?