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**Photo taken by John Tonks, a member of the PPG**

**Thank you!**

## A big thank you to all patients from Hopton and Gorleston surgeries who donated so generously to our foodbanks before Christmas!

## C:\Users\Owner\Pictures\donation.jpg

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**(Photo taken by John Tonks, a member of the PPG)**

**Meet a member of your Healthcare Team**

**Jo Cartwright - Physician Associate**

What is a physician associate?

Jo will be able to take medical histories from patients, carry out physical examinations, see patients with new medical problems, see patients with long-term conditions, develop and deliver appropriate treatment and management plans, request and interpret some tests and provide health promotion and disease prevention advice for patients. Jo will be working with the rest of the team in order to deliver the care and treatment necessary for the patients under her care. Jo lives in Norwich with her husband Andy and dog Arthur. She qualified as a Physician Associate in December following an intensive two-year post-graduate programme at the UEA in Norwich. We wish her well!

**Where is my doctor? (April)**

**Dr Ranjeet Verma (m) (MRCP)**

**Gorleston Medical Centre**

**Wednesday, Thursday mornings, Friday afternoon**

**Hopton Surgery**

**Friday morning, Thursday afternoon**

**Dr Sunder Gopaul (m) M.R.C.S. M.R.C.S.I M.R.C.G.P.**

**Gorleston Medical Centre**

**Monday, Tuesday, Friday mornings**

**Monday, Wednesday, Friday afternoon**

**Hopton Surgery**

**Wednesday morning, Tuesday afternoon**

**Dr Johanne Adly (f)**

**Gorleston Medical Centre**

**Monday, Thursday mornings**

**Tuesday and Thursday pm**

**Hopton Surgery**

**Tuesday morning, Monday afternoon**

**Speaking to the reception team** …. When you ring for an appointment the Receptionist will ask you for a brief description of your problem. The receptionists have been trained by the Doctors to ask this question – it is so they can direct you to the best clinician to deal with your problem, the Doctor is not always the first person you need to see, it may be something the Nurse deals with or the Health Care Assistant. It may even be something that perhaps the local pharmacy can help with – so please help the receptionists to book the appointment with the best member of the team. Of course if you do not wish to discuss your problem with the receptionist you can say it is private and they will book your appointment accordingly. If it is a dental issue then you will need to contact your local dentist for advice.

**The appointment system…**Appointments can be booked up to one month in advance. The more notice you give us, the greater flexibility you will have over the date and time of your appointment and in seeing the clinician of your choice. We hold back a small percentage of our appointments (for each clinician) which we term “book-on-the-day”. As this suggests, these appointments are reserved for patients who develop urgent symptoms (non-life threatening) who need to see a clinician on that day. It is therefore conceivable that if you telephone to make a non- urgent appointment for the following one or two days ahead, then all of these “pre-bookable” appointments may have already been taken, but the receptionist may advise you to telephone at 8am the following day to avail yourself of one of our “book-on-the-day” appointments. We appreciate that this system may sound confusing and may be frustrating that you are being asked to telephone again the next day, but we feel it is important to build some form of flexibility into the system for those patients who develop urgent problems on the same day.

**Missed appointments…** **In October 2017 a total of 42 healthcare appointments in Hopton and 455 at Gorleston Medical Centre were wasted, appointments missed that you and other patients could have booked. This is an unacceptable level and easily avoidable if patients would remember to cancel unwanted appointments by calling the surgery. Your co-operation is greatly appreciated and will benefit others! We would also like to say a “big thank you” to patients who do attend their appointments or cancel in time for these appointments to be re-used by other patients.**

**Please remember: The NHS operates a policy of Zero Tolerance against threatening and abusive behaviour to all NHS staff, and the surgery will act upon this policy if necessary.**