



THE MARKET SURGERY

Patient Participation Group

Surgery News

We are sad to announce that Rachel Clarke, our Practice manager, for the last 15 years has decided to move on to pastures new. We are pleased to announce that Kate Bywater has joined us as her replacement. Kate has worked in primary care for around 20 years and has been a Practice Manager for 5 years at a surgery in north Norfolk.

Summer 2024 | Newsletter

Useful Numbers

- Reception - 01263 733331
- Dispensary - 01263 738580
- Dispensary Repeats - 01263 7734840
- Email - nwicb.reception.marketsurgery@nhs.net

New Service in Aylsham from Norfolk and Waveney MIND

The Patients Participation Group recently received a presentation detailing the work of the REST Hub in Aylsham. Paul Hammond, the manager, explained how REST is a partnership project bringing together mental health support and local services for anyone over 18 years old. In a non-clinical environment, people who are experiencing mental health difficulties can access Group based support as well as 1-2-1 sessions. They also offer an appointment only service for people in crisis from 6-12pm

The following groups work out of the premises situated on the corner of Bank Street and Old Red Lion Street:

- Coffee Social Hours are there every day from 11am-12pm and 3.30-4.30pm
- Arts & Crafts Group every Wednesday 2-4pm
- Kindness Café one Saturday a month 2-3pm
- Sunday Funday on last Sunday of the month 3-5.30pm
- Introduction to IT Skills fortnightly on Tuesdays 11am-1pm
- Complex Bereavement Cafes the last Thursday of the month 11.30-12.30pm
- Neurodivergent Youth Group every Thursday 4.30-5.30pm
- Treasure Chests Breast Cancer Support Group the third Wednesday in the month 6 -9pm

REST stands for, **R**ecover, **E**at, **S**upport, **T**alk. Phone the Hub on **0300 330 5488** for more information or email: aylshamrest@norfolkandwaveneymind.org.uk

Upcoming Events:

Aylsham Town Council Health Event - Winter Preparedness
Saturday 19th October in the Pavilion at the Rec

Patient Participation Group

New Brew café is in Aylsham Parish Church every Friday morning from 10am – 11:30am. We want to invite you to come along. This is what you will find when you come...

We offer a warm welcome and a friendly smile for you

- Teas, filter coffee and treats for you to enjoy for a donation
- A quiet area if you want to reflect
- Newspapers to read
- Sometimes a craft table if you're feeling creative
- Always someone to listen if you want to chat



So do come and join us in this safe and welcoming space where friendships are made and company enjoyed. If you would like more information, please email Lynne on lynne@burrellfamily.co.uk or call Aylsham Parish Church office number on 01263 704457

A view from our Pharmacist...

In 2021 the NHS wrote to all pharmacies telling them how grateful the country was for their hard work during the pandemic. Two years later in 2023 the House of Commons Library recorded, 'increased pressures on pharmacies' and stated, 'In July 2023, Community Pharmacy England members named instability in medicines supply as the most severe pressure facing their businesses. In an April 2023 survey, 84% of pharmacy teams reported experiencing aggression from patients affected by medicine supply issues'.

You don't have to tell Iqbal, our pharmacist at the Market Surgery about this. He's seen several community pharmacies go out of business, and local pharmacies even now are running a petition from customers to save them. In addition, the shortage of medicines has been very serious for well over a year. The reasons, it is suggested, relate to the pharmaceutical companies, Brexit, hoarding by pharmacies, and the rising costs of medicines. Whatever the reasons, it's been tough on patients and our pharmacy. So what's life like for our surgery pharmacy?

Our dispensary provides medication to those who live more than a mile from the surgery but the pharmacists are also responsible for carrying out routine checks on the medication for all patients registered at the Practice, wherever they live.

The pharmacy team start work at 8.30am and Iqbal spends much of his day checking on patients (medication reviews), ensuring that they are happy with their medication, and reducing it where it would help them. He loves the patient interaction, and he beams when talking of small successes: 'Where patients are taking ten tablets at a time I can help them understand what's critical and reduce the burden for them. It's often about having the confidence to reduce'. He can deal with up to 21 patients a day: problem-solving, following up clinical questions

from the Practice team, dealing with medication shortages, finding alternative supplies, and checking with local pharmacies. The biggest concerns are around the supply of antibiotics or those with long-term conditions such as thyroid issues.

Keeping up to date is another challenge the team faces. Medicine and health matters move fast. There is a constant inflow of new learning for everyone. Iqbal prides himself on his basic knowledge of physiology and the chemistry involved, 'Sometimes interactions between medication are hard to pick up. For example, codeine for pain relief can be unpredictable because of genetic factors. It's also possible for some people to get significant muscle pain from statins and others not'. Two people can have two different reactions to the same medication, which makes the reviews very important.

And what can we do? Well, it's important to feed back to the Practice when things go well - they need it and it matters to staff. Respond to the text you may get! Second, it helps to understand the national context and what the Practice Pharmacy is up against. Third, take health reviews seriously: a pharmacist can sometimes spot things when speaking to you and checking the records, which might help you, and the NHS.

Visit our website for the full interview

Healthwatch

In April Healthwatch visited the surgery to speak with patients about their experiences with local health and social care services. From this visit we received 16 reviews for the surgery. The reviews have an average star rating of 4.4 out of 5. Here are some of the comments:

- "Helpful, kind and caring"
- "The surgery has been brilliant"
- "We get really good service"
- "It's not so easy to get an appointment"