



Newsletter 11 Autumn 2018

31 ORWELL ROAD, FELIXSTOWE, SUFFOLK, IP11 7DD

Howard House Surgery



November 2018

INTRODUCTION

Welcome to the Autumn edition of our Patient Group Newsletter. We hope that as many of you as possible who are eligible have taken advantage of the free Flu vaccination for the upcoming Winter. These are effective in the large majority of cases, but occasionally the strain of 'flu' is not quite as predicted; however, the Public Health experts still strongly recommend taking the protection this offers. The Practice can advise if you have any questions or concerns.

Our conversation this edition is with one of our new clinicians: Dr Heracleous. A warm welcome to the Surgery from all of us. We are lucky to have a virtually full complement of professional staff at the Practice, in contrast to some communities around the country.

The proposed changes to the local Minor Injury Unit (MIU) and the exciting plans for a new "Frailty Service" based at our much-loved Felixstowe Hospital are still being progressed. We hope to hear more later this year, with implementation next April.

The newly-merged Colchester/Ipswich Hospital Trust (ESNEFT) is settling down and our Patient Group will be receiving a briefing in late November from its management about some of their ideas for developing services. We are working with the Patient Groups of the three other Felixstowe surgeries to give our reactions. Partly due to pressure from us, the Trust has set up a 'Transport and Travel Group' to ensure patient input in order to improve travel-related aspects for hospital visits.

You may notice in the Surgery waiting area that the Patient Group is continuing its process of refining the range of leaflets available for you to see and take away. The aim is to distil this down to the key ailments and issues that are important to our patients and make it easier to find this information.

Remember, if in doubt, use the website: nhs.uk for safe and reliable information on any ailment or health-related issue.

Have a healthy Winter season and don't forget you can send any ideas about the Practice to:

HHcomments@gmx.us

(or put a note in the red letter box in the Surgery lobby).

Alan Rose, Patient Group Chair

SEASONAL FLU JABS - SURVEY RESULTS

Thanks to all of you who completed our recent Flu survey. An analysis of the results is included in this newsletter.

Both the first batch of results and the final results indicated a preference for the drop-in format so we continued with that for our first clinic. Due to a supply issue with the new '65 and over' vaccine (see the next item), our remaining clinics have become 'appointment only'. We will, however, definitely use your feedback for planning in 2019, so thank you once again for your input.

SEASONAL FLU UPDATE

The introduction of a new vaccine for those aged 65 and over this year with only one supplier in the UK, has brought an additional challenge to all surgeries with deliveries staggered over a longer period.

For Howard House, the strong uptake meant that we ran out of this vaccine at around lunchtime at our first Walk-In Clinic on 27 September. We apologise to those patients aged 65 and over who turned up after we had run out; these patients were all given a firm appointment for our next clinic on 25 October. Unfortunately, we were unable to borrow from another surgery as we all had the same challenge!

Having now received all of our planned deliveries we have sufficient supplies to vaccinate our Care Home patients and all those booked in for our 'appointment only' clinic on 8 November.

Please contact us to make an appointment if you are eligible and want to be vaccinated or let us know if you wish to decline your free vaccination this flu season.

SPECIALIST MENTAL HEALTH NURSES

Suffolk Primary Care (of which Howard House Surgery is a part) has now recruited two specialist mental health nurses to work across its member practices.

Jason Rogers and Sarah Ager now provide extra support to our existing clinical teams and reduce the workload of GPs by increasing the number of appointments available to patients with mental health problems. Both nurses have more than 20 years' experience and work closely with colleagues at Norfolk and Suffolk NHS Foundation Trust.

Patients who are referred to the mental health nursing team will be contacted by telephone in the first instance and a face to face appointment will be arranged. The nurses are able to assess, signpost and offer follow-up consultations. They are not able to provide counselling, but patients can be referred to other agencies, if required.

MEET THE TEAM:

She's back! Yes, Dr Mariana Heracleous has returned to work permanently at Howard House surgery for 4 days a week, having worked here previously for several months as a locum doctor. Mariana is from Moldova; her husband is of Greek heritage, hence her surname. She came to the UK in 2000 and worked initially in retail, then in an opticians, all the time improving her English and having lots of laughs along the way she told me. She remembers telling her parents at the age of 4 that she wanted to become a doctor; she really has achieved a childhood dream! Mariana had some training in medicine in her home country before coming to the UK. Once she had decided to follow her dream she worked initially in a hospital eye clinic before doing her foundation training in Carmarthenshire and Pembrokeshire in Wales, which she said was a very enjoyable time. As well as improving her English she also picked up a smattering of the Welsh language. 'Bore da' (Good morning) sprang immediately to her mind!

Mariana then did her core hospital medicine training in Portsmouth, taking some time off for maternity leave and then did a year of psychiatric training in Bury St. Edmunds.

Dr Mariana Heracleous

Her final GP training was done in Ipswich and once qualified her initial locum placement was at Howard House followed by other placements in the Ipswich area. It seems that Mariana has had extensive training across the medical fields and loves the variety of the GP's role. She still has a particular interest in psychiatry.



Away from work Mariana keeps herself busy and enjoys landscape painting in watercolours and acrylics. To keep fit she goes to a 'Body Balance' class which is a mixture of Tai Chi, Yoga and Pilates. She also swims twice a week and has started having tennis coaching so that she will be able to play the game with her 8 year old daughter who is a keen tennis player. In the winter months Mariana enjoys crocheting and embroidery.

It seems that her daughter will not follow in her mother's footsteps, as when asked her daughter said "no" as she wanted to sleep regular hours!