



# St Stephen's Gate Medical Partnership Patient Participation Group Newsletter Summer 2023



## PPG

Thoughts of Covid are starting to fade, though sadly not for those who are living with the legacy of the condition. And of course Covid is still with us. Unfortunately the effects of Covid also still linger within the NHS. As both a patient and a member of the PPG I get to see both sides of this.

As a patient I sometimes have to wait to get an appointment and know that this can be frustrating. However as a PPG member I get to hear about the strain the extra demand is having on already over-stretched GPs and other staff, but I know that if my need is urgent I will get a same-day appointment.

Hospitals have long waiting lists. This means that patients are returning to their GP Practice to be seen. Our own practice is seeing more patients per week than before Covid.

**So as a fellow patient can I say please remember that all the staff in the practice are working really hard for their patients.**

*Noreen Neal*

## SOG Facebook site



Our practice has a brilliant FaceBook page that contains helpful and accessible information for patients.

We like seeing advice about many different aspects of health and wellbeing, e.g. including use of sunscreen, instructions on tick removal and LOADS more.

### IF YOU ARE ONLINE - CHECK IT OUT

Your PPG can help with access at Chit Chat, our monthly coffee morning - see brochures at Reception.

## Links and QR Codes

### Newsletters

<http://bit.ly/3FOHOUM>



### SOG Facebook

<http://bit.ly/43m7ReY>



## Flu Season

The flu season is approaching and St Stephen's Gate Medical Practice will be holding their first flu clinic on Saturday 23rd September.

**If you are eligible, please book online or by calling the surgery**

### *Here for you: Physiotherapist - Caroline Long*

I'm Caroline. I joined the Practice in May 2022 as a First Contact Physiotherapist. My role enables patients to be seen or assessed by a physiotherapist in their GP practice as a first port of call.

I specialise in musculoskeletal conditions – a range of conditions that affect the joints, bones, muscles and associated body tissues. My role is to work collaboratively with the GPs by assessing patients with musculoskeletal pain and movement conditions including arthritis and back pain. I can offer diagnosis, initial advice and exercises, refer a patient for imaging (such as x-rays) or blood tests.

My role is not to offer direct physiotherapy treatment. For this I refer a patient to other services such as to the main physiotherapy service in Norwich provided by the Integrated Therapy Partnership (ITP) at Norwich Community Hospital. I help patients get on to the right pathway or offer advice that may prevent them from needing onward referral.

Patients can be booked with me directly from the practice reception teams. I may refer them on for tests or physio treatment at the ITP, or I may speak to the GPs or other health professionals in the practice if medication or medical input is required.

Other ways that my role can offer support is for GPs or other members of staff to refer patients to me if they would like my opinion on imaging, onward referral, or treatment options. Appointments with me can also be booked to discuss the results of investigations such as MRIs, x-rays, or ultrasounds.

*Caroline Long*



### *Versus Arthritis Support Group*

The meetings of the local Support Group of *Versus Arthritis* are monthly from 10:30 - 12 noon on the fourth Thursday during the St Andrews Coffee Mornings, St Andrews Church Hall, Eaton. Starting in the autumn some short individual sessions held at approximately 11:00 will be arranged, encouraging those with a long-term condition like arthritis to socially chat, share information and tips on self-managing.

With this in mind it would be helpful to find out what aspects of living with arthritis might be helpful to those wishing to participate in such sessions.

Any ideas please contact me: email [chrissy6656@yahoo.co.uk](mailto:chrissy6656@yahoo.co.uk) tel 07843878252

*Versus Arthritis* Website <https://www.versusarthritis.org>

*Chris Preston*