Clinical Pharmacists Pilot at Norwich Practices Health Centre

Norwich Practices Health Centre is taking part in a national pilot scheme to test the role of clinical pharmacists working in general practice. Clinical pharmacists will work as part of the multi-disciplinary team to resolve day-to-day medicine issues and consult with patients directly. This includes providing extra help to manage long-term conditions such as Diabetes, Asthma, Heart Disease and face to face medication reviews.

One of the main aims of this pilot is to help improve access to care in general practice. If you have any queries that you think a pharmacist could help with, let one of our team know and they can book you a confidential telephone or face to face consultation.

The clinical pharmacist team consists of John who will be based at Rouen road as the lead pharmacist, and Graham and Naomi who will be working in practices across Norwich.

Bowthorpe Care Village

Norwich Practices’ Limited (NPL) have been commissioned by Norwich CCG to provide Primary Care GP services to Bowthorpe Care Village.

The village opened its doors in April and offers state-of-the-art residential care for almost 200 residents with a dedicated Dementia Unit.

The on-site practice has a Nurse Practitioner and Health Care Assistant working Monday to Friday with GP support daily.

In addition, residents can enjoy additional facilities including a shop, café, hairdressers and bar.
Patient Participation Group Relaunch

We are currently looking to relaunch our face to face Patient Participation Group. The group will consist of a group of registered patients who will discuss how the practice is performing and of any improvements to the service.

We will be looking to get a group of around 6 members with one of these members elected as chairperson and one as secretary. We will be looking at meeting taking place on a quarterly basis although this will be for the group to decide when it is formed.

The group will also be asked to review the results of the yearly registered patient surveys and have any comments or improvements included on our yearly survey report.

If you are interested in joining the group please contact the surgery to register your interest.

We still have our online patient participation website where you are also welcome to register and voice your opinions. You can find the site at: https://www.timberhill.healthunlocked.com/

1 Year at Rouen House

The 1st June marked our first anniversary of moving to our new premises at Rouen House. Over the past year we have extended the number of consulting rooms for both registered and Walk In patients and we have seen the opening times of the Walk In centre expand from 9am—7pm to 8am—8pm.

The move has allowed us to employ new GPs with Dr Lomax and Dr Perez joining the team and Dr Moenks returning to Norwich Practices Health Centre and Dr Duncan Watts will be joining us in September 2016.

The GP practice now has a registered patient population of 9500 patients.

The move has also seen the number of Walk In nurses rise to allow the new longer opening hours for the Walk In Centre.

The Walk In service sees around 6000 patients a month which is a rise of nearly 1000 a month before our move a year ago.

We also perform around 900 blood tests a month at the practice for both registered and walk in patients.

Our Physiotherapy service current fills 5000 appointments per month.

On the 21st July Norwich Practices Health Centre will have been open for 7 years.

We welcome to the Norwich Practice’s Health Centre team:
Amy, Praseeda and Elizabeth to the Walk In team
Tola and Christine to the Bowthorpe Care Village Team
John, Graham and Naomi to the Clinical Pharmacist team
Sadie has joined the Physio team as a receptionist.
Fiona from the Walk In team and Poppy from the Reception team have both left for pastures new.

Weight Intervention Norwich

Norwich Practices runs the Weight Intervention service that is based at Lawson Road Medical Centre in Norwich. The service is dedicated to helping patients that are referred to them to change their diet and lifestyle to help them to lose weight.

The team includes a GP, a nurse, a HCA, Physical activity advisor, Dietician, Psychiatrist and an administrator.

The service has been running for nearly 3 years and has seen nearly 300 patients in that time.

NPL Physiotherapy Service

The NPL Physiotherapy service has gone from strength to strength over the past year with a lot of new innovations coming in to allow better patient care.

Amongst the new innovations has been the creation of a Youtube channel with various Physiotherapy exercises demonstrated upon it as well as the new Physiotools app that allows patient specific exercise programs to be access via a smartphone or tablet.

The service has also been added to the Choose and Book referral system.