

**Lionwood Medical Practice**  
**30a Wellesley Avenue North**  
**Norwich, Norfolk**  
**NR1 4NU**  
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**Dr Saffana Rasul, Dr Jimmy Wang and Emma Miller**

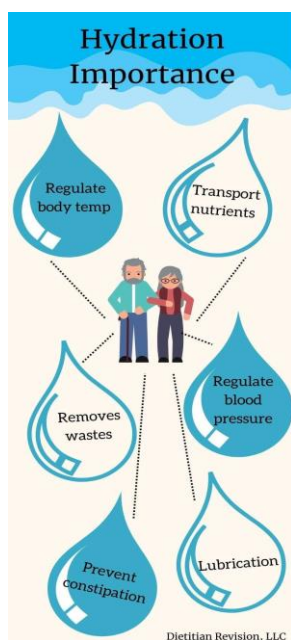
Dear Patients,

Welcome to the July edition of our new monthly newsletter! We're here to keep you informed about important updates, health tips, and upcoming events at Lionwood Medical Practice.

### **Practice Updates**

- **New Staff Joining the Team:** We are excited to announce we have appointed 2 x Physician Associates who will be a welcomed addition to the team.

- **Practice Closure 24/07/2025:** The Practice will be closed on the 24<sup>th</sup> July 2025 for staff training. We will be closed from 1pm. If you require medical assistance whilst the practice is closed for training, please call 01603 437559 and your call will be diverted to the East of England Ambulance Service. **In the event of a medical emergency please call 999**
- **Telephone service change:** As a direct result of valuable patient feedback regarding call wait times and response, we have instructed a new provider, Call East who will be taking over from August 1<sup>st</sup>, 2025.
- **Veterans / Armed forces:** We are here to support – we are an armed forces and veteran friendly accredited GP practice. To find out more, ask your nurse or GP.



### Health Focus of the Month: Summer Heat Safety

With rising temperatures, remember to:

Stay hydrated – aim for 6–8 glasses of water daily.

Avoid direct sun during peak hours (11 am–3 pm).

Check on elderly neighbours and relatives.

Wear sunscreen with SPF 30 or higher.

If you experience dizziness, headaches, or confusion in the heat, seek medical advice promptly.



## Treatment from a pharmacist

Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.

Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about selfcare treatment with over-the-counter medicines, but you may need to see a GP for treatment.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if

needed. They will also update your GP health record, but your information will not be shared with anyone else.



## Digital Services Reminder

Did you know you can:

- Order repeat prescriptions online
  - Book or cancel appointments
  - Access parts of your medical record
- Sign up for our online services via our website or ask at reception for help setting it up.
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## Upcoming Events

**Patient Engagement Morning** - All welcome to come along to our Patient / Practice Engagement morning! Wednesday 30th July 2025 10:30am – 12:30- We will be joined by the ICB who will be happy to help you navigate the NHS app for all your services.

**Join our Patient participation Group-**

We would welcome newcomers to join our Patient Participation Group! It's a fantastic opportunity to share your ideas, give feedback, and help shape the future of our practice.

Date of next meeting will follow shortly.

Please contact the surgery for further information.



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### **Contact Us**

Lionwood Medical Practice

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Follow us on Facebook : 

<https://www.facebook.com/lionwoodmedicalpracticenorwich/> for quick updates!

Thank you for being part of our community. Stay safe and healthy!

Warm regards,

**The Lionwood Medical Practice Team**