

**Lionwood Medical Practice
30a Wellesley Avenue North
Norwich, Norfolk
NR1 4NU**

Tel: 01603 437559



Dr Saffana Rasul, Dr Jimmy Wang and Emma Miller

Dear Patients,

Welcome to the August edition of your Practice newsletter! We're here to keep you informed about important updates, health tips, and upcoming events at Lionwood Medical Practice. As well as share and celebrate events held in the last month.

Practice Updates

- New Staff Joining the Team: Our 2 new Physician Associates have joined us now and are going to be a valuable addition to our team. I am sure you will welcome them.

- *Hi, I'm Sanja, one of the new Physician Associate's here at the practice. I'm originally from Croatia and moved to the UK at 18 to pursue my studies. I recently qualified after completing my master's degree in physician associate studies at the University of East Anglia, and I'm really excited to be joining the team and getting to know the local community.*

My academic background is in biomedical science, and I've previously worked in both clinical and supportive care roles, which sparked my passion for general practice. Outside of work, I enjoy running, painting, and exploring new places — so if you have any local recommendations, I'd love to hear them!

- *Olivier is one of the new Physician Associates having recently joined the practice.*

Although he has recently moved to the city, he is familiar with Norwich and Norfolk, having spent three years completing his undergraduate degree at UEA. Olivier has previous experience in the NHS, having worked as a physiotherapist for several years, including during the Covid-19 pandemic.

In his spare time, Olivier trains martial arts.

Olivier is glad to have returned to Norwich and is eager to meet and serve the patients at Lionwood Medical Practice.

Patient Engagement event:

On Wednesday 30th July 25 we welcomed guests to the Practice from The Norfolk Family Hub, Healthwatch Norfolk and the ICB. The Family hub who are there to help with finding Childcare for all children – Information on changes to early years funding for children aged 9mths to 4 years, and lots of other useful information, which can be found on their website.

They also run the Nansa Sleep service available on the Sleep Helpline.



The website address where you will find lots of useful information is – www.norfolk.gov.uk/FIS



Healthwatch Norfolk also attended they are our local health and social care champions for the County. They make sure NHS leaders and other decision makers hear your voice and use patient, carer and community feedback to improve care. We can also help people to find reliable and trustworthy information and advice.



If you would like further information about the services and help they can offer you can call us on 0808 168 9669 or email at enquiries@healthwatchnorfolk.co.uk

Have Your Say

Your voice counts and we at Lionwood Medical Practice welcome your feedback.

Anyone can leave feedback about any health and social care service in Norfolk on the website.

NHS APP Ambassadors



Colleagues attended from the Integrated Care Board (ICB) for Norfolk and Waveney who promoted the NHS App which gives you a simple and secure way to access a range of NHS services.

Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about who can use the NHS App.

Other News!

Telephone Service Change: We are piloting a new telephone service for the next three months; this is in response to feedback from our patients around the time taken to answer our incoming telephone calls. Call East went live with assisting Lionwood Medical Practice with the answering of our incoming telephone calls from the 1st of August 2025. We are excited to see the improvement for patients; feedback is appreciated from our patients in the coming weeks and months on the change of service.

If you do not have access to the internet then please call 01603 437559 and you will be asked a few important questions by the call handler to ascertain what the best direction will be for your particular problem, if needed they will complete the on line request form that will then go to be triaged by the Duty Dr following this you will be informed via telephone or booking link the progress of your request.

If you have access to the internet please just head over to the website and click the Request an Appointment with a GP/Clinician to get started.

For Prescription queries click the prescription button and you follow the instructions to either order your medication or you can ask a prescription question.

Health Focus :

Summer Heat Safety

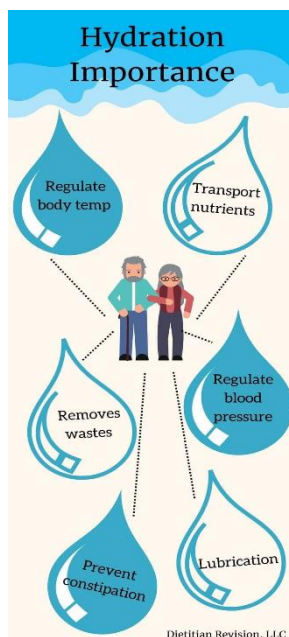
With rising temperatures, remember to:

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.

Upcoming Events:

Join our Patient participation Group-

We are currently looking for volunteers to join our **Patient Participation Group (PPG)**. This is a great opportunity to share your views, contribute to the development of our services, and help shape the future of patient care at our practice.

As a member of the PPG, you will:

- Represent the voice of patients.
- Provide feedback and suggestions for improvement.
- Help us ensure our services meet the needs of the community.

We welcome patients from all backgrounds and age groups to ensure we reflect the diversity of those we serve. However, we are keen to recruit a few more to join the group, especially those patients with children registered at the practice.

The commitment would be approx. 1 hour per month, and normally the meetings are to be held around lunch time, but we can look at moving this around in the future.

Interested in joining or want to learn more?

Please speak to a member of our team or contact us at lionwoodpractice@nhs.net

Your voice really matters — help us make a difference!

Date of next meeting **Thursday 28th August 2025 @ 1pm**

Please contact the surgery for further information.





Contact Us

Lionwood Medical Practice

30A Wellesley Avenue North, Norwich, NR1 4NU

Phone: 01603 437 559

Website: <https://www.lionwoodmedicalpractice.nhs.uk>

Email: lionwood.practice@nhs.net



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