

**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 September 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.



Events to watch out for.

Healthwatch Norfolk attended the practice on Wednesday 3rd September 2025 – they talked to patients on their way in.

What is Healthwatch?

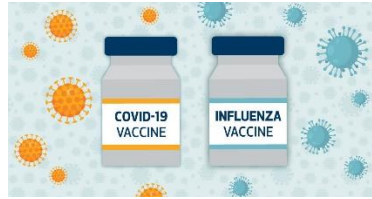
We are the local health and social care champion for the county. We make sure NHS leaders and other decision makers hear your voice and use patient, carer and community feedback to improve care. We can also help people to find reliable and trustworthy information and advice.

If you would like further information about the services and help they can offer you can call 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.




 **Protect Yourself. Protect Others.**

Get Your Flu & COVID Vaccines in our dedicated clinics

-  Safe
-  Effective

 **When:** Spaces are still available on Saturday 11th October 2025 here at the practice, if you are eligible, you will be contacted however if you're here then please ask at reception to book yourself in.

 One visit can help protect you, your family, and your community this season.



Please join us on Friday 26th September 2025 between 10am and 12 noon for a cuppa and a piece of cake !!

NHS APP Ambassadors



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 working hard to create the best possible way for our patients to contact the surgery, in this initial period we understand some of you have experienced problems and we are grateful for your constructive feedback, and your patience. We are in constant contact with CallEast and changes are being made to stream line the service to make it work for both the practice and you, the patients.

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.

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
 - Prescription queries just click the prescription button and you follow the instructions to either order your medication or you can ask a prescription question.
 - 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 **Friday 26th September 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