

[www.norfolkwaveneylmc.org.uk](http://www.norfolkwaveneylmc.org.uk) is our new website address

## "BAT EARS"

I recently attended a meeting of Norfolk PCT's Exceptional & Low Priority Treatment Panel - which has to decide whether people's appearances are so shocking that NHS intervention is warranted. The subject of this article isn't actually how the panel operates, rather a reminder of a group of patients that we may be able to help more often than we do.



Personally, I have quite radical views on appearance and think we should all glory in our hairy ugliness, with grooming products limited to soap, water and, just maybe, a weekly shampoo ration. Oddly, this philosophy never really caught on with my wife and children; indeed my bottle and spray-can littered bathroom is a testament to how fundamentally they disagree. Anyway, many people worry about their appearance and/or can demonstrate, at least to their own satisfaction, a disfigurement that holds them back. At least some of these imperfections may be helped by plastic surgery, or other treatments that could be provided by the NHS. We all know that resources are insufficient to make everybody look and feel how they think they ought - so there has to be some sort of process to balance competing claims.

At the meeting several applications *by adults* for "bat ear" corrections were refused. I would like to remind you that this particular problem **will be dealt with** in those under 18. Now, we all know that most under-18s try to see the GP as infrequently as they can and, no doubt, those who are particularly worried by their appearance come even less often.

Sadly, I think most of us have phased out: "is there anything else I can do for you?" from our consultation repertoire - but it is worth at least considering mentioning it if you see a young person with "bat ears" (whether or not they is what they have come about) - so they can get on the pathway while they are still children.

I am trying to think of a suitable mnemonic to put on a post-it and stick round my computer screen (with all the others reminding me of the things I forget nowadays). The best I can come up with is TABES - "Think About Bat Ears, Stupid" (or, maybe, "Simon" if I am being less hard on myself).

Of course, it is a little daunting to think how some poor adolescent, who has plucked up their courage to come with a genuine health need, may react when you suddenly tell them that they are so ugly that they require plastic surgery as a matter of urgency - but I guess in the long run it would be doing them a favour. And we are very good at communicating, are we not? SRL

## Teaching Undergraduate Medical Students

A message from Prof Christopher Hand, UEA Medical School and Bungay GP: *Have you thought about teaching undergraduate medical students but it has seemed rather daunting and the barriers insurmountable? The following are some questions that are often asked:*

We do not have enough space for a group of 10 students ♦ We do not have any experience of teaching students  
♦ We are worried about taking a large group of students ♦ What about the money?

*If anyone would like to discuss teaching medical students please contact me (c.hand@uea.ac.uk 01603 591226)  
or my secretary Caroline Allan (c.allan@uea.ac.uk on 01603 5939929)*

## Patient Registration - FAQs

Who is eligible to receive primary care from NHS?

What is the current DH position on eligibility of Asylum Seekers to NHS Primary Care?

How will PCOs provide for "allocated patients"? ... and many more questions.

For answers go to [www.norfolkwaveneylmc.org.uk](http://www.norfolkwaveneylmc.org.uk) for the latest GPC Guidance or contact the LMC.

## Brief Psychological & Hypnotic Interventions in Clinical Practice

Pain has somatic and psychological elements. Hypnotic techniques can help both! Your words can help your patient to feel calmer and more comfortable. Learn rapid and effective ways of calming your anxious patients. Explore how imagery can help reduce pain and panic. Teach your patients to use their imagination to help rather than frighten themselves.

With more than fifteen years experience using hypnosis and NLP and thirty two years experience of being a practising GP, Dr. Ann Williamson brings a solution focused and eminently practical approach to helping patients help themselves. Who is it for? Doctors, dentists, psychologists, nurses, physiotherapists, qualified counsellors, psychotherapists, health professionals and anyone who works with people in pain.

In two days learn:

- How to induce the hypnotic state in yourself and others for effective anxiety management
- How to effectively give positive suggestion
- How to use imagery to help your patient help themselves feel calmer and more comfortable
- When: choose either 12<sup>th</sup>/13<sup>th</sup> November or 14<sup>th</sup>/15<sup>th</sup>, 9.30-4.30
- Where: Timber Hill Health Centre, Castle Mall, Norwich, NR1 3DD
- Price: £120 for 2 day workshop
- Booking: email to: [maureen.tilford@nhs.net](mailto:maureen.tilford@nhs.net) or by post: 80 Constitution Hill, Norwich, NR3 4BH.

## Entitlement to Free Secondary Care

DoH Publications:

- \* Entitlement to NHS Hospital Treatment for Non-Resident UK Citizens
- \* European visitors to show EHC to access free NHS hospital treatment
- \* Healthcare Entitlement for European Economic Area (EEA) Visitors
- \* Healthcare Entitlement for Non-EEA Nationals

[www.norfolkwaveneylmc.org.uk](http://www.norfolkwaveneylmc.org.uk) for the latest GPC Guidance or contact the LMC.

## A&E GP Clinical Assistant

An A&E Clinical Assistant required on Thursday afternoons. We need at least 1, preferably 2, doctors to join David Ling and Scott Turner from 1300hrs to 1700hrs ASAP for an initial period of 6months to cover maternity leave.

**Please contact Mr B J Finlayson,  
Accident & Emergency Department,  
Colney Lane, Norwich. NR4 7UY**

### Thorpewood Medical Group, Norwich, Norfolk

Thorpewood Medical Group has a vacancy for a ½ time Salaried GP. The position is initially for 12 months but may be extended.

- ◆ 4-5 clinical sessions/wk ◆ PMS practice ◆ 14000 patients
- ◆ INPS Vision site ◆ Extended hours inc Saturday mornings (rota basis)

**Start date 4th January 2010.**

Enquiries and applications to: Stephen Edwards, Managing Partner,  
Woodside Road, Norwich, Norfolk. NR7 9QL.

E Mail: [stephen.edwards@nhs.net](mailto:stephen.edwards@nhs.net) Web site: [www.thorpewood.co.uk](http://www.thorpewood.co.uk)

### BECCLES MEDICAL CENTRE: FULL TIME PARTNER

Following successful recruitment due to retirement we are now looking to expand the partnership with an additional 10<sup>th</sup> Partner

An exciting opportunity to join a dynamic, forward thinking, well managed, stable, friendly PMS practice in the Suffolk market town of Beccles. You will have a personal list, be supported by the management team and have an equal voice in the partnership.

- ◆ 20,000 patients ◆ 9 full time equal partners + 1 salaried GP ◆ Personal Lists ◆ Nursing team of 4 NPs, 6 PNs & 2 HCAs ◆ High QOF ◆ Partners provide medical cover for on site Community Hospital with Minor Injuries Unit ◆ Teach medical students from UEA ◆ Active involvement in successful Waveney PBC company

This post will be subject to a 6 month period of assessment followed by full parity partnership if mutually satisfactory. Further details can be found on our website at [www.becclesmedical.co.uk](http://www.becclesmedical.co.uk). For informal discussion and/or to arrange a visit please contact Donna Clarke, Practice Manager ([donna.clarke@nhs.net](mailto:donna.clarke@nhs.net)) or Dr Pippa Harrold on 01502 719908.

The closing date for applications is **Monday 30<sup>th</sup> November 2009**

Start date negotiable

### Gorleston Medical Centre Requires a Part time Business Manager

16 hours per week holiday and sickness cover.

Excellent opportunity for a highly motivated/ effective manager to join our friendly, progressive & successful three partner training practice in Norfolk.

**We are looking for the following skills/qualities/experience:** Confident and effective communication at all levels \* Leadership and team development \* Strategic planning and service development \* Financial management and development

**We can offer:** \* Business culture of mutual support and respect \* Highly competitive salary \* Opportunity of NHS pension scheme \* 6wks annual leave plus Bank Holidays (pro-rata)

**Closing date for applications 5th November 2009**

Please send a CV and covering letter, including 2 referees to: Practice Manager, Gorleston Medical Centre, Stuart Close, Gorleston, Great Yarmouth, NR31 7BU

### Costessey Medical Practice, Salaried GP Vacancy

Friendly PMS practice looking for an experienced and enthusiastic salaried GP to work 4/8 sessions per week. The practice is moving to new bespoke premises in late 2010 in order to provide healthcare for a future list size of approximately 14000 patients. Salary commensurate with experience.

- \* 4 partners Paper light \* System One \* Current List size 9012 \* High QOF achievers \* Research Active \* Aspiration to become training practice

**Please apply in writing to: Jan Hardinge, The Medical Centre, Longwater Lane, Old Costessey, NR8 5AH. Email: [jan.hardinge@nhs.net](mailto:jan.hardinge@nhs.net), Telephone: 01603 726541. Informal enquiries and/or practice visits welcome. Closing date: 30th November 2009**



### Bungay Medical Practice - Vacancy Part-time Salaried GP - Temporary Post to Cover Sickness

Friendly, well organised practice seeks a part-time GP to work for 6 months, 3 days per week (hours can be spread over additional days) to cover a GP's long-term sick leave.

We are a teaching/training practice working from very smart premises with a patient list size of 10,500. We have our own dispensary and provide medical cover for our local community hospital.

Please note we are also advertising for a fulltime partner.

Enquires to Sarah Harris, Practice Manager, Bungay Medical Practice, 28 St Johns Road, Bungay, Suffolk, NR35 1LP. Tel 01986 892055 or

[sarah.harris2@nhs.net](mailto:sarah.harris2@nhs.net)

**Closing Date: Friday 6th November 2009**

### Wells-Next-The-Sea, North Norfolk Coast

#### 2 Part time salaried GPs required for 5 sessions per week

Friendly practice of 3200 patients in area of outstanding natural beauty Purpose built PCT owned premises which have recently been redeveloped. Nurse Practitioner, 2 practice nurses and phlebotomist, EMIS LV software with hospital IT links, paperlight practice.

**If you would like to find out more or arrange an informal visit, please contact Dr Gordon McAnsh: Wells Health Centre, Bolts Close, Wells-Next-The-Sea, Norfolk NR23 1JP or telephone 01328 710741 or e-mail**

[mcansh@doctors.org.uk](mailto:mcansh@doctors.org.uk)

**Application by CV and covering letter by 16<sup>th</sup> November 2009**

### FULL TIME GP PARTNER, Newtown Surgery & Caister Health Centre

Due to retirement, the opportunity exists for a highly motivated/energetic doctor to join our progressive PMS Practice. Operating across 2 sites in Great Yarmouth & Caister on Sea, the Practice provides high quality evidence based patient care & provides the following environment for the successful applicant:

- \* 12,000 patients \* High QOF achievement \* Provision of medical support to local community hospital \* Educational Practice, teaching years 3 & 4 medical students and up to 2 GP registrars \* clinical research

The post will be salaried for 12 months after which a full partnership would be offered subject to mutual agreement. For further information please contact: Jonathan Knights, Business Manager on 0844 844 0160 or [jonathanknights@nhs.net](mailto:jonathanknights@nhs.net).

**Applications should be by way of email, attaching your CV, to the above address. Closing date 17<sup>th</sup> November 2009**

### Harleston Medical Practice: Salaried GP (Six Sessions)

Very busy rural PMS, Dispensing practice with a vacancy for a committed and enthusiastic GP. Immediate start - will wait for the right candidate.

- \* 9000 patients \* INPS Vision 3 hosted system-paper light \* Special Interests welcome \* PBC and extended hours \* 6 weeks annual leave 1 week study leave

**Informal enquiries welcome to: [tclare@nhs.net](mailto:tclare@nhs.net) or telephone Terri Clare on 01379 852166. Apply with CV and handwritten letter of application to Terri Clare, Business Manager, Harleston Medical Practice, Bullock Fair Close, Harleston, Norfolk. IP20 9AT**

### Castle Partnership – Tuckwood Surgery - Norwich 5 session salaried GP, to start December 2009

Friendly well-established city centre practice ◆ Three surgery sites, 11 partners and over 17,100 patients ◆ The practice is paper light and uses the TPP clinical system ◆ Well established clinical governance and clinical development systems ◆ High QOF ◆ Well developed nursing team ◆ Training practice

Information pack - please email [frances.mckenzie@nhs.net](mailto:frances.mckenzie@nhs.net) or call 01603 251326