



Patient Newsletter April 2017

Staff News

Doctors in Training -

- Dr Lisa Whittington and Dr Oliver Negus are working at the Health Centre as part of their Foundation Training until August.
- Dr Brode and Dr Hurrell will continue to work with us until August in the final stages of their GP training

Nursing Team -

Anne Lingley will be joining the Health Centre in June and will be our nursing team lead. Mrs Lingley is an experienced Advanced Nurse Practitioner joining us from a practice in Norfolk.

She will be working alongside the Doctors running the emergency surgeries, as well as managing the Nursing team.

Advanced Nurse Practitioners are experienced nurses who are trained in diagnosis, management of illness and prescribing.

Pharmacy News

24 hour prescription collection point -

Our new 24hour prescription collection point will safely store your prescription allowing you to pick it up at your own convenience any time, day or night, 7 days a week. When your prescription is loaded into the machine by our pharmacy staff you will be alerted that it is ready for collection by a text message. This message contains a six digit number unique to each transaction that you simply type into the touch screen of the machine.

If you are interested in this service please do not hesitate to ask any of our pharmacy staff and they would be happy to answer any of your questions

Prescribing -

- Combined Oral Contraceptives – to ensure annual safety checks are carried out these will no longer be added to repeat prescriptions. Please discuss with pharmacy for more information.
- Are you taking long term opiates (Codeine, Tramadol) – Patient information about long term effects of these medications is available at the Opioids Aware website. Please discuss with your doctor if you would like more information

- Exercise on Prescription – Would you benefit from more exercise? Your doctor may be able to refer you to exercise on prescription at Stowmarket or Bury St Edmunds Leisure Centre if you have a chronic health problem or are overweight. Please ask at your next appointment

Repeat Prescriptions –

- We are now operating our new policy on review dates. If your medication review date goes one month overdue then you will only receive one week's supply until you make an appointment with a doctor. Obviously we will use discretion with certain items and circumstances.

Appointments

All consultations are by appointment. When possible please make your appointment in advance. It is your responsibility to inform the Health Centre if you cannot make your appointment. Genuine medical emergencies will always be fitted in with a doctor, not necessarily your own.

Phlebotomy -

- There are 74 bookable appointments available each week at the Health Centre. To help our frail, elderly and sick patients who are unable to travel we ask all those who can, to use the service provided at the West Suffolk Hospital. Booking an appointment is recommended but they appreciate this is not always possible so a convenient walk in (no booking needed) service is available from 7.15am to 6pm. Please ask our receptionists for an information leaflet.

Extended Hours –

- Pre bookable appointments from 7.15am to 7.15pm are available on Mondays at the Health Centre

GP+

- Pre bookable GP appointments in the evenings and at weekends in Bury St Edmunds and Ipswich are bookable via our receptionists.

New telephone system

We had a new telephone system installed on 22nd March 2017. Thank you for your patience during the transition of this service.

Other News

- James Catton will be spending 7 weeks at the Health Centre from the 18th April on a placement as a Physician Associate Trainee. He will be working alongside the doctors on the emergency surgery.
Physician Associates are trained healthcare professionals, with a postgraduate medical education. Physician Associates work with doctors, GP's and surgeons and are trained to perform a number of tasks, such as taking medical histories and examining patients, analysing test results, diagnosing illnesses and creating treatment plans with their patients