



# News from Christmas Maltings & Clements

There has been considerable change at Christmas Maltings and Clements over recent months.

Suffolk GP Federation now runs the practice and we would like to thank all patients for their continued cooperation.

The new booking system appears to be working well but we know that some patients have had problems when phoning the surgery. We plan to improve this and are recruiting more reception staff to help at busy times.

We would also ask that patients contact the surgery in advance if they need to cancel an appointment. This means other patients can use the appointment instead - helping to reduce waiting times.

Further changes are planned in the coming months and we are confident they will result in improvements for both patients and staff.

## New appointment system

We now run a GP-led telephone appointment system.

- When you contact the surgery, your call will be answered by a member of staff. If you need to speak to a doctor urgently please tell us immediately.
- You will be asked for more details and the reason for your call. This will allow us to direct you to the most appropriate clinician, who may not be a doctor.
- If appropriate you will be added to a 'call back' list and contacted by a clinician within two hours.
- You will be assessed over the phone and if necessary an appointment will be made for you.

**Please note** – if the clinician is unable to contact you after two attempts then they will stop ringing. It is then your responsibility to call back.

Appointments can also be made online. Please speak to a member of our reception team to register. Photo ID is required.

## Contacting the surgery

We would ask that patients who need to book a routine appointment or who have a non-appointment related request contact the surgery after 11am.

This will help us to keep calls to a minimum during our busiest time.

Unless an emergency, requests for medication and sick notes will not be dealt with on Mondays and Fridays.

Please also be advised that GPs are unable to treat patients with dental problems.

## Improving your practice

### New clinical staff

A physiotherapist is now available to treat patients on weekday mornings and a prescribing pharmacist has also started to help with medication requests and repeat prescriptions.

We are also trying to recruit new GPs, Nurse Practitioners, Emergency Care Practitioners and a specialist mental health nurse.

### Home deliveries

We are exploring the possibility of starting a mobile dispensary service that will allow patients to have medication delivered to their homes.

### Saturday appointments

Patients can now book an appointment to see a clinician at the Clements surgery between 9am-5pm on a Saturday.

The appointments are offered as part of Suffolk GP Federation's GP+ service which operates in East Suffolk and Bury St Edmunds.

### Partnership working

Over time we plan to work with the Haverhill LifeLink project to trial a social prescribing service for patients who have a non-medical reason for contacting their GP, such as social isolation or debt management.

We also hope to work closely with the drug and alcohol service and Citizen's Advice Bureau.

### Kedington

The surgery at Kedington remains central to our plans.

When we have more staff we hope to open the practice more often – providing a greater range of services and clinicians for surrounding villages.



## Contact us

If you have any questions about the changes at Christmas Maltings and Clements please email [info@suffolkfed.org.uk](mailto:info@suffolkfed.org.uk) or call **01440 840380**.



To keep up to date with our news visit [www.christmasandclements.co.uk](http://www.christmasandclements.co.uk) or search for 'Christmas Maltings and Clements Practice' on Facebook.

Patients can also join the surgery's Patient Participation Group. Email [info@suffolkfed.org.uk](mailto:info@suffolkfed.org.uk) for more details.

## Christmas Maltings building

Suffolk GP Federation does not own the Christmas Maltings building in Camps Road and negotiations with the current owners are ongoing.

If these talks are unsuccessful it means we would have to leave the Christmas Maltings site by 31st January 2018.

If this was to happen then services would move to the Clements building in Greenfields Way. We are also exploring the possibility of running joint services with Haverhill Family Practice.

We would like to know what patients think. Details of how you can do this are below.

Your views will be used to help make a decision at a joint NHS committee in November.

## Patient survey and public engagement event

Patient surveys are now available in all reception areas until Friday, 3rd November. We would like to hear your views, so please fill one in next time you visit.

You can also find the survey on the Christmas Maltings and Clements Practice Facebook page or the practice website.

We are holding a public engagement evening on Tuesday, 31st October at 7pm. Local residents are invited along to learn more about our plans, ask questions and give their views.

## Healthwatch Suffolk

You can also share feedback on the changes with Healthwatch Suffolk, an independent body set up to shape and influence local NHS and social care services. Call **01449 703949** or email [info@healthwatchesuffolk.co.uk](mailto:info@healthwatchesuffolk.co.uk).