

Travel vouchers

Those eligible for a bus pass but unable to access the benefits of free travel on conventional buses can waive their right to a bus pass in favour of receiving vouchers to the value of £100 per year (1st April – 31st March) to use on community travel, taxis or private hire vehicles.

For more information you can contact Suffolk County Council on **0345 600 0659** or visit **www.suffolkonboard.com/concessionary-travel/free-travel-bus-pass-voucher-scheme/travel-voucher-scheme**

Notes

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How can patients have their say?

- We want patients to have their say and to help shape the future of Christmas Maltings and Clements
- You can tell us about your concerns and ideas by filling in our comments and suggestions cards which are available from the surgery reception areas
- You can also join a new Christmas Maltings and Clements Patient Participation Group
- Patients can also fill in a practice survey which is available online or on reception desks until the end of the day on Friday 3 November.
- The results of this will be used to help us make any future decisions
- For more information please contact Jules Styles, Suffolk GP Federation's Director of Primary Care Services, at jules.styles@suffolkfed.org.uk

Latest news



To keep up to date with our latest news visit www.christmasandclements.co.uk or search for 'Christmas Maltings and Clements Practice' on Facebook

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.

Christmas Maltings and Clements Practice Patient engagement event October 2017

Suffolk GP Federation took on the management of Christmas Maltings and Clements Practice in April 2017.

New way to book appointments

- We have introduced a GP-led telephone appointment system
- Patients are now assessed over the phone and if necessary given an appointment with the most appropriate clinician – this may not necessarily be a GP
- But we are aware that some patients have struggled to get through
- We are working hard to change this
- We have already put in six extra phone lines since taking over and are recruiting new receptionists

Have there been any other changes?

- We have been recruiting new clinical staff. This includes a physiotherapist to help with things like back and shoulder pain
- A prescribing pharmacist has also started at the practice to help with medication requests and repeat prescriptions
- Patients can also now book an appointment on a Saturday between 9am-5pm

What are the plans for the future?

- We are exploring the possibility of starting a mobile dispensary service so that patients can have medication sent to their homes

- In partnership with the Haverhill LifeLink project we would like to trial a social prescribing service for patients who have a non-medical reason for contacting their GP, such as housing issues or debt management

- We will continue to recruit new members of staff

What about Kedington Surgery?

- The surgery at Kedington remains central to our plans
- Over time we plan to open it more often – providing a greater range of services and clinicians for surrounding villages

What is happening with the Christmas Maltings building?

- Suffolk GP Federation does not own the Christmas Maltings building
- Negotiations with the current owners are ongoing
- If these talks are unsuccessful we will have to leave the site by 31st January 2018
- If this was to happen services would move to the Clements building in Greenfields Way
- We are also exploring the possibility of running joint services with Haverhill Family Practice
- To help patients who may find it hard to travel to the Clements building we have been looking at different travel options. Details of these can be found on the next page.
- We will continue to keep all patients up to date with any changes

Patients with further questions can email info@suffolkfed.co.uk

Public transport options

13 and 13A

- Printed timetables are available from the library, tourist information centre, or by calling Stagecoach East on **01223 433250**
- Online timetables can be found at www.suffolkonboard.com

Charge:

- One way from £1.70
- Return from £3.70
- East Town Rider – all day ticket around Haverhill town - £2.70
- You can confirm the cost at www.stagecoachbus.com/tickets

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- Four daily circular bus services Mon - Fri from Haverhill bus station
- Online timetables can be found at www.suffolkonboard.com

Charge:

- One way £1.50
- Return £2.90

Community transport

The Connecting Communities service in Haverhill offers a 'dial a ride' bus and a car service for people who find it difficult to travel to places such as GP appointments.

When you need to make a journey they will collect you and connect you to an appropriate bus route or train link for onward travel.

For journeys where connecting to other services is inappropriate, end to end journeys may be possible.

The 'dial a ride' buses have lifts for access and are for local runs. The cost is £1.75 one way or £3.50 return.

The cars can do local runs but are often used for longer journeys such as hospital appointments. They charge 54p per mile from the driver's home to the passenger's home plus the requested trip (minimum charge £3.50).

There is an annual subscription of £10 to use the Connecting Communities service.

Connecting Communities operates Monday to Saturday 7.15am until 7.15pm. You can book by calling **01440 712028** Monday to Friday 8am until 4pm.

More details can be found at: <http://www.thevoluntarynetwork.org/transport/connecting-communities-st-edmundsbury>

Copies of timetables will be made available in reception areas and on the practice website if necessary

13 13A to Linton, Great Abington & Cambridge

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- bus stops

 Clements

 Christmas Maltings

