



## Special Interest Articles:

### Drop Off Bay & Doctors

**Car Park** – Please be aware that the drop off bay at the front of the surgery is for dropping off only and should be kept clear at all other times for emergency vehicles. The doctor's car park is for use by doctors only – patients should use the other car parks available.

### Pathology news

### Patient Group & online form

## Pharmacy New Build

In partnership with Croasdales, we have built a new, modern, bigger and better equipped pharmacy which is due to open on 6<sup>th</sup> March. The new pharmacy will be solely operated by Croasdales as an independent pharmacy, and we are pleased to be offering our patients an improved prescription service.

## Staff Changes

Peter Knights, our Business Partner, will be retiring at the end of March 2017 after 14 years at Mount Farm. During this period, he has been responsible for the day-to-day running of the practice, and has been instrumental in growing the practice to the size it is today, and achieving a rating of 'Good' in all areas in our recent CQC inspection. The practice team would like to wish him all the very best for his retirement.

## Patient Group

Our Patient Group meets quarterly to give patients the opportunity to put forward their ideas and suggestions for ways to improve our services, and also learn more about the practice and what we have planned for the future. If you are interested in joining this group, please ask for details at Reception, or contact the chairman, Malcolm Edgar, directly on 01284 830296 or via email at [malcolmedgar@talktalk.net](mailto:malcolmedgar@talktalk.net).

In addition to this group, we now also have an online forum which may be of interest to those patients who would like to become more involved with the surgery, but are unable to attend the meetings. If you would like to register, please visit <http://www.myppg.co.uk/register> for further details.

## Withdrawal of phlebotomy service

We regret to announce that from 31<sup>st</sup> March, we will no longer be provided with a weekly visiting phlebotomist by West Suffolk Hospital. This service is being withdrawn from all local practices, with the extra phlebotomy capacity being diverted back into the hospital.

This will reduce our capacity to take bloods here at the surgery, and so we would like to take this opportunity to remind patients that the Pathology Lab at West Suffolk Hospital is open from 07.15-18.00 Monday to Friday, and from 08.15-12.00 on a Saturday (for pre-booked appointments only)

Appointments can be pre-booked online at

[https://www.swiftqueue.co.uk/pre\\_timescreen.php?id=10181](https://www.swiftqueue.co.uk/pre_timescreen.php?id=10181)

Or via telephone **0333 1032220**

## **Mount Farm Surgery – Direct Dial Telephone Numbers**

Please make a note of the following telephone numbers available for patients use:-

**Main Reception** – **01284 769643 (option 1)**

(to book appointments, telephone calls and request home visits)

**Mon - Fri 8.00am - 6.30pm**

**Admin Office** – **01284 716111**

(for test results, registration queries, Annual Review appointments and general admin queries)

**Mon – Fri 9.00am - 5.00pm**

**Prescribing Department** – **01284 705512**

(for prescription requests and queries)

**Mon – Fri 12.00pm - 4.00pm**

**Medical Secretaries** – **01284 716116**

(for referral queries)

**Mon – Fri 9.00am – 5.00pm**

**Clinical Services** – **01284 716114**

(for cervical screening and patient recall queries)

**Mon – Fri 9.00am – 5.00pm**

**Practice Manager – Mrs. Jayne Nayler** – **01284 769643**

**Email Address:** - [WSCCG.MountFarmSurgery@NHS.net](mailto:WSCCG.MountFarmSurgery@NHS.net)

**Please do not send prescription, appointment, or medical advice requests via email**

**Website:** - [www.mountfarm.com](http://www.mountfarm.com)

### **Easter Opening Hours**

The surgery will be closed from 6.30pm on Thursday 13<sup>th</sup> April, and will re-open at 8.00am on Tuesday 18<sup>th</sup> April. Should you require medical advice whilst we are closed, please contact the Out of Hours

service on **111**

Please ensure you order any repeat medication in good time.