



## **Do you drive to the surgery?**

We are noticing that an increasing number of patients are parking their cars in the drop off bay outside our main doors, either when using the pharmacy, or when attending for their appointments.

**Please be aware that this bay is for drop off only, and that parking is not permitted as the area must be kept clear for emergency vehicles.**

**Patients parking in this area will be asked to move to ensure we maintain ambulance and paramedic access at all times.**

Please also note that the doctor's car park is for use by doctors only – patients should use one of the other car parks in the surgery vicinity.

## **Easter opening**

**The surgery will be closed from 6.30pm on Thursday 29<sup>th</sup> March to 8.00am on Tuesday 3<sup>rd</sup> April. Please remember to order any repeat medication in advance of these dates to ensure that you don't run out over the long weekend.**

## **Staff Changes**

Over the past few weeks, we have had 2 new GP registrars join the practice. Drs. Gamu Chikwaira and Suyi Ikumapayi will both be with us until August 2018.

Ronnie, our Reception Team Leader, will be retiring at the end of March 2018 – we all wish her the very best for a happy and healthy retirement.

Joss, currently our Prescribing Team Leader, will take on the newly-created post of Reception & Prescribing Team Manager with effect from 1<sup>st</sup> April 2018.

The practice continues to grow and become busier, and as a result, we have recently been advertising some newly-created staff vacancies to expand and strengthen our current practice team. We hope to have these additional team members in post over the coming months.

## **Mount Farm Patient Participation Group (PPG)**

### **– a message from our PPG Chairman**

'Like you, I am a patient at the surgery and have been for many years. I was asked if I would be interested in helping to keep the surgery as good as it is today by joining the above Patient Group and putting forward any suggestions or ideas as to how and if things can be improved.

As a Patient Group we only meet once every three months for about two hours. At present these meetings are set for a given Monday night starting at 7.00pm. There are about eight of us and we would like that expanded to between twelve and fifteen. I wonder if you would be willing to come along and give your views? We would be very pleased to see you, and every suitable suggestion or opinion that is put forward helps the Practice to continue offering such an overall excellent healthcare service.

Recently, the Practice has undergone an inspection by the CQC – Care Quality Commission – and has been awarded the status of "Good" with no recommendations for improvement in any area. This is an excellent award to receive and reflects accurately the high standard of all-round healthcare offered by this surgery.

**If you would like to know more, or you are keen to take an active interest on how the surgery fits in to the overall NHS plans, please contact me either by email at [malcolmedgar35@gmail.com](mailto:malcolmedgar35@gmail.com) or by telephone on 01284 830296.** I will be happy to answer any questions, and hopefully welcome you to our Patient Group.

Regards,  
Malcolm Edgar  
Chairman'

## **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 - 4.00pm**

**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 716097**

(for queries relating to annual reviews or insurance reports)

**Mon – Fri 9.00am – 5.00pm**

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

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

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

### **Blood test appointments at West Suffolk Hospital**

Patients may now book an appointment for their blood test at West Suffolk Hospital Path Lab online by visiting

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

**Please note that it is no longer necessary to take a printed blood form with you to your appointment, as all blood tests requested by the practice are sent electronically direct to West Suffolk Hospital**