



MOUNT FARM SURGERY

CARING FOR YOU AND YOUR HEALTH

NEWS - Summer 2021

Recent Feedback

Feedback is extremely important to us as it helps us to improve upon and shape the way in which we deliver our services and care.

"Thanks for all your hard work! I know how exhausted you must all feel and thank you all for all of your excellent work. General Practice teams have been the 'behind the scenes' heroes during this pandemic and don't get anywhere near the recognition that you all deserve"

"Attended Mount Farm Surgery for my annual review which was conducted in a friendly manner. All tests were explained, meds checked and advice given with respect to improving their efficacy without the need to resort to higher dosages. I mentioned a long term follow up appointment had been delayed because of the Covid pandemic. A few days later, received a follow up call from one of the doctors. Very pleased with the whole process. All staff working well together. Excellent treatment"

"In the past few weeks I have had to contact the surgery more than usual. I would like to give praise to all the reception staff that I have dealt with. It is a hard and sometimes difficult job and I've always been treated with politeness and helpfulness. I never have to wait for the phone to be answered. I feel privileged to be a patient at the surgery"

"Just a short note from me to thank you for helping me retrain as a GP. I have now been 'signed off' and am once more back on the GP register. My time at Mount Farm has been really enjoyable, and I'd like to thank you all for making me so welcome. Over the years, I've been involved in many different GP Practices in England and numerous practices in many different countries globally, so I have a pretty good idea of what Great General Practice looks like, and Mount Farm is most definitely up there with the very best"

"There is so much negativity surrounding GP practices at the moment, I felt it only right to contact you and say a really heartfelt thank you! Luckily I haven't needed to use your services much in the last 18 months, but on the occasions I have, the warm, professional service we have always received has still shone through. From initial contact to consultation, nothing has been too much trouble. Many people are quick to complain but people forget to share their positive feelings sometimes. Thank you again for everything that you all do."



A message from Dr Giles

This pandemic has been the most extraordinary period of time for all of us, and I am sure we will all be glad when it eventually comes to an end and we truly reach some semblance of normality again. On behalf of the partners, I would like to sincerely thank you for your kind messages and expressions of thanks throughout, which have gone a long way to help keep up our morale!

We have been endeavouring to provide a responsive service during this time, enabling you to speak to us or see us when needed. This has not been easy, especially with enhanced infection control restrictions that we have had to work under, but we have been gradually opening up in recent months, being fully aware of the need to reduce risks to all of you when attending the surgery, whilst also protecting our staff.

In all GP practices in the country, demand levels are extremely high. Please bear with us as we try to fulfil your needs as best we can. We have been required to change our working system to service this demand, and we now have two doctors daily (three on Mondays) covering the telephone call list for those who wish to speak to us urgently. This necessarily means there are fewer face to face appointments available at present, but a telephone call can help us to manage your need, and we can still arrange a face-to-face appointment following the call if required. We also have the option of e-consult (accessible via our website, www.mountfarm.com), which many of you have been using.

I am very saddened to say that in the minority of cases, but in increasing numbers lately, some patients have been angry or rude towards our reception team when ringing in. I ask those of you this message pertains to, to reflect on the effects of that action on the receptionist that you are speaking to. This type of behaviour is not acceptable, and I must remind you that the practice operates a zero-tolerance policy towards patients who are rude or abusive towards members of our team. All of the practice staff are trying their best to help you. We are working very hard, managing the high level of demand as well as working many extra hours on the vaccination programme alongside our team of practices in Bury St Edmunds to help get us all out of this situation. Please bear with us!

Self-Isolation during COVID-19

If you have come into contact with a positive case of COVID-19:

- ☒ Arrange to have a PCR test by going to gov.uk or by calling 119
- ☒ Self-isolate for at least 10 days, along with anyone else in your household until you receive the results
- ☒ If you need a volunteer to deliver food or medicines call the Royal Voluntary Service on 0808 196 3646
- ☒ If you have symptoms, get family and friends to check in with you regularly
- ☒ If you feel unwell you may wish to rest, take paracetamol or ibuprofen and drink fluids regularly
- ☒ If you experience breathlessness, severe muscle aches or tiredness, call 111 for advice
- ☒ If you cough up blood, collapse, become confused or develop a rash that doesn't fade under pressure, attend A&E within 1 hour or call 999



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.

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



Mount Farm Patient Participation Group (PPG)

The PPG is here to represent you and I, as patients of Mount Farm Surgery. We're currently recruiting for new members so please get in touch if you're interested in joining. We also welcome guests to all our meetings so please do come along, we'd love to hear your views. We ordinarily meet 4 times a year, for about 2 hours each time on Monday evenings from 7pm.

The work we do helps to continually improve the excellent care provided by the surgery. They also look to us to give feedback on services they are considering and other matters, making PPG members and guests very valuable!

If you would like to know more, please contact me by email at malcolmedgar35@gmail.com or by phone on 01284 830296. I will be happy to answer any questions, and hopefully welcome you to our Patient Group.

Best wishes,
Malcolm Edgar, Chair



Staff Changes

In August, we welcomed 2 new GP Registrars, Dr Oliver Nelson and Dr Nicholas Mitchell. They will be with us for 1 year.

We are delighted to announce that Alison Bishop has recently been promoted to Senior Receptionist. Heather and Gemma also joined the reception team earlier this year.

Finally, we welcomed Janey Beaver, who joined us in a newly created Care Coordinator role.

There are many benefits of the NHS APP:



- ⇒ Check and prove your COVID vaccination status
- ⇒ View your GP health record
- ⇒ Book and cancel appointments at your GP surgery (temporarily suspended)
- ⇒ Register for organ donation
- ⇒ Get health advice
- ⇒ Order repeat prescriptions

You can download the app via your smartphone, tablet or PC.

Getting in touch...

Main Reception To book appointments, telephone calls & request home visits. 01284 769643 Mon-Fri 8am-6:30pm	Medical Secretaries For referral queries. 01284 716116 Mon-Fri 9am-5pm
Admin Office For test results, registration queries, general queries and annual review appointments. 01284 716111 Mon-Fri 9am-4pm	Clinical Services For queries relating to annual reviews or insurance reports. 01284 716097 Mon-Fri 9am-5pm
Prescribing Department For prescription requests and queries. 01284 705512 Mon-Fri 12noon-4pm	Practice Manager Mrs Jayne Nayler 01284 769643
Email: WSCCG.MountFarmSurgery@NHS.net Please note this email is for Administrative queries / Correspondence ONLY. No clinical queries.	Website: www.mountfarm.com