



## Staffing Update

Our Nursing Team is fully staffed and working hard to take care of all our patient's needs. We welcomed Sam Guirguis to the team in March. Karen Smith our Nurse Practitioner offers diabetic nurse clinics and minor illness clinics. Catherine, Sam and Jess are pleased to offer general nursing appointments Monday to Friday.

We had long term sickness in the Dispensary in the last few months and we thank all our patients for their patience and understanding. We hope to recruit more staff in the next few months.

As many of our patients are already aware we have had to sadly say goodbye to Dr Hunter. We wish her well in the future.

We are delighted to say Dr Victoria Franklin, our current GP Registrar will be joining the practice permanently from October.

## Easter Basket Raffle

We are very pleased to announce our Easter Basket Raffle raised a grand total of £134. The proceeds of the raffle will be donated to the East of England Air Ambulance Service.

## Lorraine Runs a Marathon!

Lorraine Mills, from our dispensary team ran the Suffolk Coastal Marathon in Aid of Prostate Cancer on 5<sup>th</sup> May. Lorraine finished in a fantastic time of 4 hours and 39 minutes and has raised £300. She would like to thank the patients for their generous support and donations to this worthy cause.

## New Telephone System

We upgraded our telephone system in February to assist the reception team in answering your calls in a more timely manner. We have also added options to the menu assisting to access the correct department without going via the reception.

**Option 1** is for Appointments and Home visits

**Option 2** Test Results between 2-6pm

**Option 3** Prescription Queries between 2-6pm

**Option 4** Medical Secretaries

We would welcome feedback on these changes via the suggestion box in the waiting room

## GP plus

GP+ offers appointments at Drover House, IP32 7EA near the Moreton Hall Estate on weekdays 6.30-9pm and on Saturdays and Sundays 9am-9pm and Bank Holidays These appointments can be booked via our reception and are aimed at those who find it difficult to attend in our opening hours.

## Phlebotomy Service

We are very pleased to be one of very few surgeries who offer appointments for blood tests at the surgery with our Healthcare Assistant Jess on Tuesday and Friday mornings. Appointments can be booked via reception.

## Prescription Order Line

The prescription line is now available 7 days a week. Patients will be required to leave a message including , name, date of birth and a list of the items they would like to order.



