

Chesterfield Drive Practice

& Landseer Road Surgery

www.chesterfielddrivesurgery.co.uk

01473 741349 / 274494



The Chesterfield Drive Practice Newsletter – November 2018

Closure of Landseer Road Surgery

We will be closing the doors for the final time at **1pm on Friday 21st December 2018**

Telephone calls – should be made to Chesterfield Drive after 21st December on 01473 741349

Appointments – will be at Chesterfield Drive only after 21st December

Prescriptions – will need to be collected before 1pm on Friday 21st December. Thereafter requests must be submitted to and collected from Chesterfield Drive.

Suffolk Primary Care (SPC)

Please see the SPC newsletter, copies of which are available in the waiting room.

Urine samples

With immediate effect we are only able to provide patients with urine sample bottles when the Practice has specifically requested a urine sample.

Patients needing to provide samples for the hospital will need to arrange for a sample bottle from the hospital.

Parkrun UK

These are free weekly 5km events (walk, jog or run) for all ages 4+ on Saturday mornings. There are also 2km junior parkruns for 4-14 on Sunday mornings .

If you are interested in:

- Improving your fitness
- Making new friends
- Coping with health problems
- Or simply being outside with others

watch this space for more information.

Mental health specialist nurses

We are looking to expand our clinical team with the introduction of mental health specialist nurses who will work alongside the 'on the day' team, offering a telephone triage service and, if required, face to face appointments for patients experiencing mental health difficulties. This service will be available to patients aged 16 and over.

We hope to have this provision available very soon...

Do you really need to see the GP?

Can the pharmacist help instead? Speak to the pharmacist for colds, coughs, sore throats, minor burns, diarrhoea, sprains, bumps and bruises

Dental pain? Call **0800 389 6819** for an emergency NHS dental appointment

Back pain? Joint problems? Speak to the receptionist about an appointment with the physio

Stressed, depressed or anxious? Contact Suffolk Wellbeing on **0300 123 1781** for help

The new Practice premises – due to open in 2021

Architects are working on the plans for the new purpose built facility on the former Tooks Bakery site. These plans will be shared with patients in due course.

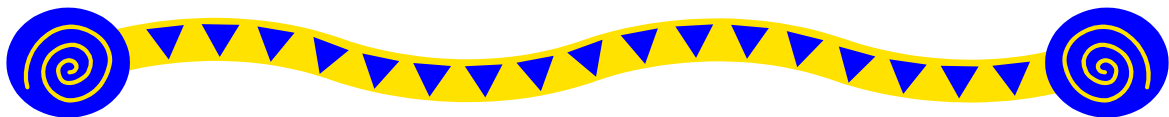
Although the plans are for Chesterfield Drive and Deben Road Practices only, we are developing our plans to work collaboratively with Norwich Road surgery by implementing other shared services, details of which will be confirmed in due course.

Care Navigation

We will be implementing care navigation early in 2019.

Our trained care navigators will make sure that you get help from the most appropriate person as quickly as possible.

This may include arranging contact or an appointment with a GP, nurse practitioner, physiotherapist, mental health specialist or signposting you to another community service. This may mean that you do not need to visit the Practice.



Extended appointment availability

Did you know that you can access appointments outside of normal surgery opening hours?

Appointments, which can be booked by GP Practices, NHS 111, A&E and the Ambulance Service, are available at GP+ which operates from the Riverside Clinic on Landseer Road as follows:

Weekday evenings: 6.30pm – 9pm

Weekends and Bank Holidays: 9am – 9pm

Patients are seen by local GPs and nurse practitioners who can access patient records with the appropriate patient consent in place.

Patients who book and then need to cancel should call 01473 344934