

Chesterfield Drive Practice

& Landseer Road Surgery

www.chesterfielddrivesurgery.co.uk

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The Chesterfield Drive Practice Newsletter – October 2018

Closure of Landseer Road Surgery

We will be closing the Landseer Road site on **31st December 2018** to allow us to focus on preparing for relocation to a new purpose-built facility in north-west Ipswich. The last clinics will be held on Friday 21st December. A limited reception service will be available on 24th, 27th and 28th December. We will be closed on Monday 31st December – all queries should be referred to Chesterfield Drive.

Other practices in south-east Ipswich where patients may wish to register instead include:

Ravenswood Medical Practice, Felixstowe Road Medical Practice, Derby Road Practice and Two Rivers Medical Centre

More information:

Please pick up a more detailed letter from reception or visit our website:

www.chesterfielddrivesurgery.co.uk

Suffolk Primary Care (SPC)

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

Text messages

Please do not rely on the text messaging service to remind you of your appointment. This system occasionally fails for technical reasons completely beyond our control. You should therefore take responsibility to ensuring that you know when your appointment is and not rely on us to remind you.

Wellbeing pharmacy

The pharmacy has changed its opening hours from 11th September as follows:

Monday	8am – 6.30pm
Tuesday	8am – 6.30pm
Wednesday	8am – 8pm
Thursday	8am – 6.30pm
Friday	8am – 6.30pm
Saturday	8am – 1pm

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.

We hope to have this provision available from early November

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

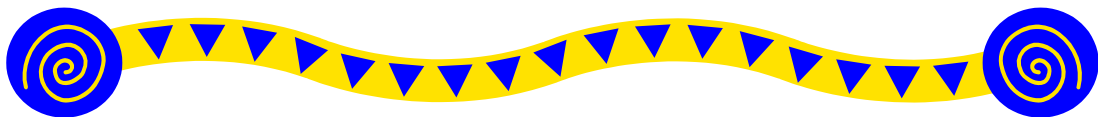
The new Practice premises – due to open in 2021

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.

'Shared On The Day' with Norwich Road Surgery

Please note that requests for a same day appointments received after 3.30pm on Thursdays and Fridays will be booked into the Shared On the Day service with Norwich Road. You will need to travel to Norwich Road surgery for these appointments.



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