



GP News

We are delighted to announce that Dr McLuckie will be joining the GP Partnership from the beginning of April 2018.

We are however, saddened to advise that Dr Frankenberg and Dr Outtridge will be leaving the Practice. Dr Frankenberg has worked as a GP Partner at both Hatfield Road and Ravenswood Medical Practice over the past 13 years and will be leaving us at the end of March. Dr Outtridge has worked with the practice since September 2015 and will be leaving mid-April. We would like to take this opportunity to thank them both for all their hard work and support during their time in the Practice and wish them all the best for their future.

Ravenswood Telephone System:

We take a large number of telephone calls per day at the practice for various different reasons, so we thought you may be interested to learn the best times to call and what you can, or should be calling us for. This enables your patients experience to run more efficiently.

If you have an urgent life-threatening emergency you should call 999 immediately.

If you have already received hospital treatment and require a sick note, you would need to call the department you went to at the hospital. If the sick note is for an ongoing matter you have seen or spoken to a GP here about, it would be us you call. (you can self certify for the first 7 days of any illness)

Please do not call before 2pm for any test results, as we like to keep the phone lines free for patients who need to be able to book for same day call-back appointments. If your enquiry is regarding a hospital referral please contact the Appointments Team on 0845 8400 200, who will clarify where you are on the waiting list.

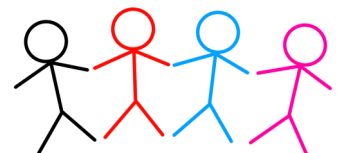
If you have a minor ailment, such as a cold, cough or heartburn etc, you can go into your local pharmacy and ask to speak to the pharmacist. They can advise on whether you need to see a GP or they may be able to prescribe medication on the NHS via the minor ailment scheme.

If you are requesting medication you have had from us before, please remember that all prescriptions take 72 hours to process.



Friends and Family Feedback

We are always keen to hear feedback regarding the care we provide. There are Friends and Family cards in the Practice for you to say whether you would recommend the surgery to your Friends and Family, and give more specific feedback. They can then be posted in the boxes provided. We are keen to hear from you.



Travel Vaccinations



If you require any vaccinations relating to foreign travel you need to book a telephone consultation with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required.

It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

Practice Closure Dates 2018

The practice will be closed for essential clinical training on the following dates from 1pm:

Wednesday 7 March 2018
Wednesday 25 April 2018
Thursday 24 May 2018
Thursday 28 June 2018
Thursday 13 September 2018
Wednesday 10 October 2018
Thursday 15 November 2018
Wednesday 12th December 2018

Contact NHS 111 if you need medical advice when the surgery is closed.

Cake Stall for charity

We will be holding a cake stall and tombola to raise money for our 2018 charity Suffolk Mind.

The cake stall will be on Thursday 22nd March.

Thank you for your continued support.



Do we have your correct contact details?



Have you changed your mobile number? Do we have your correct address? Please inform reception of any contact changes for you and your family.



Sharing record

It is important that all health professionals that are involved with your care have access to your up to date health record. Unfortunately, you will not be able to access GP Plus appointments without sharing consent in place.

Please ensure you complete a sharing consent form at your earliest opportunity if you have not done so already. Forms can be obtained from our website or from reception.

The next PPG meetings will be held on Wednesday 7th March and Wednesday 4th April at 6pm

