



Patient Newsletter

Spring is upon us, by the end of March the sun will set at 07:32pm - lighter days are in sight!



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We are pleased to announce we are now Anima Live!

This is our new secure, easy to use, online triage system. This will be replacing our current E-Consult system.

To register for Anima, please scan QR code or visit our website.



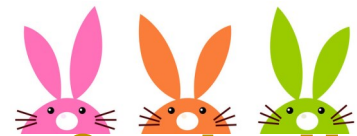
This will enable you to submit a request.



We would like to update you on some of our staff changes.

We are sadly saying Goodbye & Good Luck to Nurse Natalie who is moving on to new opportunities and embracing a new journey.

Lead Nurse Amy, will be leaving us soon to start her exciting new journey as a Mummy. We would like to wish her all the best for her Maternity leave and look forward to seeing you back soon!



Easter Opening Hours

- Thursday 17th April: 08:00-18:30
- Friday 18th April (Good Friday): Closed
- Monday 21st April (Easter Monday): Closed
- Tuesday 22nd April: 08:00-18:30

Don't leave yourself short of medication. Please remember we need 72 hours to process medication requests and allow sufficient time for the pharmacy to process.

If you need medication advice whilst the practice is closed, please contact 111.



Missed Appointments

- In December **200** appointments were wasted due to DNA's.
- In January **250** appointments were wasted due to DNA's.

If you are not able to attend your appointment, please call the practice to re-schedule or cancel.



Ravenswood Medical Practice

24 Hening Avenue, Ipswich, Suffolk, IP3 9QJ Telephone: 01473 271122 Website: www.ravenswoodmedicalpractice.co.uk

NHS APP

On the NHS App you can:

- Access your health records
- Order repeat prescriptions, nominate a pharmacy
- Book & manage appointments
- Book Vaccinations
- Get Health Advice

The NHS app is a simple and secure way to help you stay well and manage your healthcare.



To download the NHS App, scan here



PATIENT PARTICIPATION GROUP

Our Patient Participation Group (PPG) meets at the practice on a regular basis.

It is intended to provide an opportunity to further patient services by encouraging a better understanding of the work of the practice.

Participation is on a voluntary basis and light refreshments are provided. Anita Burgess and other members of the practice including the GPs will also be in attendance as appropriate.

Our Patient next Patient Participation Group meeting is scheduled for:

Wednesday 2nd April 2025 at 3pm



Our amazing team put together a winter cake stall in November last year to raise money for The Lighthouse Women's Aid.

The team managed to raise an incredible **£1338!**

Thank you to everyone who came along and supported us in raising money for this great charity.



TRAINING CLOSURE DATES

The surgery will be closed on the following dates between 13:30 – 18:30 for training purposes.

Please contact the NHS 111 service should you require medical advice whilst we are closed.

- Thursday 10th April 2025
- Wednesday 14th May 2025
- Thursday 12th June 2025
- Wednesday 17th September 2025