



Ravenswood Medical Practice

Summer
Edition 2025

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

Patient Newsletter



Sunshine is the best medicine!



α anima

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.

Anima is now accountless, please scan QR code or visit our website to complete a request.



Spare a thought for that empty chair...

Every missed appointment is a missed opportunity to help someone in need!

In the last 3 months we have had

726 missed appointments.

181.5 hours of time that could have been offered to other patients.

This alone has cost the NHS a total of **£29,040!**

If you no longer need your appointment please call 01473 271122 and select option 1 to cancel or reschedule.

REPEAT PRESCRIPTIONS

Please allow 72 hours for us to process your prescription request.

All prescriptions must be in writing. You can do this by:

- Emailing us at rmp.reception@nhs.net
- Using your SystemOnline/ NHS App account
- Completing a paper request form at the practice





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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 6th August 2025 at 3pm

Patient
Participation
Group (PPG)



ESNEFT PHLEBOTOMY SERVICES

As you may be aware, we now have ESNEFT Phlebotomy clinic on site at the practice.

If you are asked to make an appointment with ESNEFT phlebotomy clinic please ensure you book in using either the below website, QR code or by calling the service desk.



NHS
East Suffolk and
North Essex
NHS Foundation Trust



Phlebotomy Clinic Out Patient Blood Tests

It is quick and easy to book your next appointment online by searching for blood tests at

<https://esneftpathology.nhs.uk/test-information/blood-tests/>



If you are unable to book online please call our Service Desk on 0300 303 5299
Lines are open Monday - Friday 08.00 - 17.00



TRAVEL ADVICE



Our nurses can provide travel health advice and arrange for appropriate immunisations. Please arrange an appointment for a travel consultation at least 6-8 weeks before departure if possible. Vaccines need time to take effect and some may require a course over several weeks.

If you require any vaccinations relating to foreign travel you need to complete a Travel Assessment Form which can be accessed on our website:

[Travel Health - Ravenswood Medical Practice](#)

Or you can complete one of these at the practice and hand into our reception team.

The nursing team will then be in contact with yourself to arrange a telephone consultation to discuss your travel arrangements.

It is important to make this initial appointment as early as possible (minimum of 6 weeks prior to travel) as a second appointment will be required with the practice nurse to administer the necessary vaccinations.

If you require travel vaccines not available on the NHS, you would need to visit a private health clinic.

Travel Vaccination Prices

Available on NHS



- Hepatitis
- Typhoid
- Tetanus, Diphtheria & Polio (combined vaccine)

NOT available on NHS



- Hepatitis B
- Meningitis ACWY
- Yellow Fever
- Japanese B Encephalitis
- Tick Borne Encephalitis
- Rabies



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.

- Wednesday 17th September 2025
- Thursday 16th October 2025
- Wednesday 12th November 2025

Did you know you can self refer to the below services?

Physiotherapy - Allied Health

<https://ahpsuffolk.co.uk/self-refer/>

NHS Talking Therapies - Wellbeing Suffolk

<https://www.nhs.uk/nhs-services/mental-health-services/find-nhs-talking-therapies-for-anxiety->

Feel Good Suffolk - Stop smoking, be active, weight management &

<https://feelgoodsuffolk.co.uk>