

Mattishall & Lenwade Surgery

Bank Holiday Closures

Easter	Friday 7 th - Monday 10 th April	reopen at 08:30 on Tuesday 11 th April
Early May	Monday 1 st May	reopen at 08:30 hours on Tuesday 2 nd May
Coronation	Monday 8 th May	reopen at 08:30 hours on Tuesday 9 th May
Spring	Monday 29 th May	reopen at 08:30 hours on Tuesday 30 th May

If you have an urgent medical need that cannot wait until the surgery reopens and need to contact the Out of Hours GP, please call NHS 111.

Please note that the Dispensary is very busy in the run up to bank holidays. Remember to order and collect your prescriptions well in advance to ensure you have all your required medication over the bank holiday weekend.

24/7 prescription collection point & SMS Service

The practice recognises the difficulties and experiences encountered by customers/patients collecting their prescriptions from Mattishall Pharmacy. Our service provision has been impacted by several factors which include staff absences, vacancies, and recruitment. There is a national shortage of locum Pharmacists and a global impact of procuring medical supplies along with increased demand.

In recognition of these factors and to continually develop our service provision, we have invested in technology to enable us to send you a SMS to notify you when your prescription is ready to collect. If you're not already signed up, please either visit the Pharmacy and complete a consent form or email us at mattishalldispensary.d82039@nhs.net. Your email should have **SMS** in the subject header and include your name, date of birth and mobile number. We will action the request within one month of receipt, however, please be advised that we will not be able to reply to the SMS email if it contains any other enquiries.

We have also invested in the installation of a 24-hour 7 day a week prescription kiosk via an externally accessible collection point. This is currently in the early stages of development and planning; however, we aim to proceed with installation in Spring 2023.

Electronic Prescription Service (EPS)

Following a number of enquiries regarding EPS, the practice wishes to inform you that the subject of EPS continues to be debated within the Dispensing Doctors Association. Until such time the dispensing doctors are on an equal footing with pharmacies, the Surgery will continue as we are. That said we are eagerly anticipating EPS2 an updated version which we hope will include Dispensing Doctors and Hospitals and remove the disparity between Dispensing Doctors and Pharmacies.

NHS Health Checks

Mattishall & Lenwade Surgery offer health checks for patients aged between 40-74 for those that have not previously had a health check in the last 5 years. If you wish to find out more, please contact reception to book an appointment.

Pneumococcal Vaccination

Any patient over 65 who has not previously had a vaccination against Pneumococcal disease is eligible for a Pneumovax immunisation, please contact reception to book an appointment.

Shingles Vaccination

Any patient between 70-79 who has not previously had a vaccination against shingles is eligible for an immunisation, please contact reception to book an appointment.

Practice Engagement Event on Thursday 27th April 2023 between 18:30-19:30

The practice would like to take the opportunity to provide an update for our patients and will hold a patient engagement event at Poultec Training Limited, South Green Park Enterprise Centre. We would like to welcome our patients to this event, however there will be limited capacity and an update will be published via our website.

Also, at this event we would like to advertise our Patient Participation Group (PPG) which is a group of people who are patients of the surgery who want to help. You can either express your interest at the meeting or see further details and PPG sign-up form on our website in the link below;
<https://www.mattishallsurgery.co.uk/practice-information/patient-reference-group/>.

Zero Tolerance

Following recent events regarding abuse towards our staff, we would like to remind patients that we are here to help you and will not tolerate this kind of behaviour.