

Mattishall & Lenwade Surgeries – miscellanea update March 2024 issue.

Change of Practice name

Our GP partners are Dr J Fitzgerald, Dr O Chukwunwike and Dr S Maunkee and the Practice trades as Mattishall and Lenwade Surgeries.

Latest CQC Report

Both sites were re-inspected by the Care Quality Commission (CQC) in January and the partners and all the staff, who have worked hard to improve our rating, are pleased to share with our patients that the latest report gave the practice an overall 'Good' rating. The report can be accessed via the Practice website home page.

New Pharmacy/Dispensary Opening times

From Monday 26th February the Pharmacy/Dispensary will be operating with new opening hours of 9am to 6pm Monday to Friday (closed for lunch between 1-2pm).

This is to allow us to continue to provide services during our core contracted hours and to ensure that staff have time to complete essential tasks outside of opening hours. For example, our Pharmabox 24 hour Prescription Collection Point is filled each day between 6-6.30pm so may be unavailable for patient collections during this time.

Additional Opening hours for Lenwade Surgery

From Friday 19th January we will be opening our branch surgery at Lenwade for additional hours on a Friday afternoon. The surgery will now be open to patients from 8.30am to 1pm and 2pm to 5.30pm each Friday. This will give patients more choice in booking afternoon appointments as a doctor will be available on both Monday and Friday afternoons as well as mornings on Monday, Tuesday, Thursday, and Friday. A nurse will be on site Friday in the afternoons from 15th March and samples will be accepted until 3.30pm, and patients will be able to order and collect prescription medication.

Important Bank Holiday dates;

Prescription collection for Bank Holiday Closure on Friday 28th March and Monday 1st April

Mattishall = order items by Tuesday 19th March for collection before the bank holiday closure.
Lenwade = order items by Friday 15th March for collection before the bank holiday closure.

Prescription collection for Bank Holiday Closure on Monday May 6th

Mattishall = order items by Thursday 25th April for collection before the bank holiday closure.
Lenwade = order items by Tuesday 23rd April for collection before the bank holiday closure.

Prescription collection for Bank Holiday Closure on Monday May 27th

Mattishall = order items by Thursday 16th May for collection before the bank holiday closure.
Lenwade = order items by Tuesday 14th May for collection before the bank holiday closure.

Mattishall & Lenwade Surgeries – miscellanea update March 2024 issue.

Other Services;

Vaccine Update

We can still give flu vaccines to eligible patients up to 31st March, please contact the surgery if you would like to book in.

Patient Call Back Facility

Please note the Practice has introduced a patient call back facility on our main reception lines for both Mattishall and Lenwade sites.

When a caller contacts reception, if placed in a queue, the caller will be given the option of requesting a call back. The system will recognise when that call would have reached caller number one and initiate a call back.

If the initial call back is not answered the system will attempt one more time, if this is not answered an automatic SMS will be sent to the number (mobile only) advising of the attempted call backs, and if the caller wishes to speak with reception they will need to call again.

NHS app

Have you thought about registering for the NHS app? The app connects securely to your SystemOne electronic medical record and allows you to order your medication, view your records, and obtain test results.

Prescription Text notification service

To sign up to the Text Notification service please email your Name, Date of birth and mobile number to nwcb.mattishalldispensary.d82039@nhs.net with 'SMS' in the subject header.

Mid Norfolk Primary Care Network additional services

Did you know that our reception team can offer patients appointments for additional services? More information will be provided in the next edition, meanwhile please be aware of what is available; First Contact Physio, Social Prescriber, Health & Wellbeing Coach, Mental Health Worker, and Clinical Pharmacist.

A Clinical Pharmacist is a registered Pharmacist who's undertaken additional training to enable them to work autonomously in general practice.

A Clinical Pharmacist can;

- Triage and manage patients with common illness.
- Manage and prescribe medication(s) for patients with long-term conditionals.
- Review patient medication(s) including processing repeat prescription requests.
- Support the practice team with medicines optimisation.