



**Suffolk
Primary
Care**

Summer newsletter

Issue 1 – Summer 2025

Welcome

Welcome to the first edition of our newsletter, which aims to keep our health and social care partners updated with the latest developments at Suffolk Primary Care. We plan to send out the bulletin quarterly.

We would be really grateful if you could forward the newsletter to any colleagues you feel may find it interesting. We are in the process of building up a distribution list, so please do let us know if you'd like to sign up to receive each edition direct to your inbox. You will be able to unsubscribe at any time.

We hope that you enjoy reading the newsletter. If you have any comments or to sign up, please get in touch by emailing SPC.newsletter@nhs.net



Dr Nick Rayner

Executive Chairman of SPC and GP partner at Oakfield Surgery, Newmarket

Improvement works to start at Howard House

Work is about to start on an extensive scheme to extend and refurbish Howard House in Felixstowe to improve the environment for patients and staff.

The six-month project will see the surgery expand into the neighbouring pharmacy space, which has been empty for some time. Four additional clinic rooms will be created as a result, taking the total number at the site to 15.

In addition, the remaining practice will be updated and refreshed, with the reception area enhanced and made more spacious. A further admin office will also be created to improve facilities for staff.



James Cucchiara, SPC Managing Director, said: "We are delighted that this exciting project is about to start. As well as providing lighter, brighter and more modern facilities for our staff and patients, it will also increase our capacity and help our teams to work more flexibly.

"The extension will also mean we are able to run additional clinics and work more closely with our NHS colleagues who provide services within the community so that we can continue to provide the best possible support to our patients.

"Although the work has been carefully planned so that existing patients can still access healthcare, there will be some minor disruption while the work takes place. We would like to thank our patients in advance for their patience and hope they enjoy the new facilities when work is complete in the winter."

Boosting training with the latest technology

GPs who are completing their training with SPC are being given the chance to gain vital practical experience using the latest virtual reality technology.

The group have used the headsets to complete modules specifically designed for primary care, which focused on chronic pain and dementia.

The technology gave them the chance to follow a patient's journey from worrying about their symptoms through to seeing a doctor or specialist. The fully interactive modules then offered the trainees choices about how to examine the patient and what questions to ask.

The GP Training Hub lent SPC the headsets, which were supplied by Revolve Labs in Bury St Edmunds.



Oakfield achieves 'Safe Surgery' status

Oakfield in Newmarket has become an accredited 'Safe Surgery', which shows its commitment to taking steps to tackle the barriers faced by many migrants in accessing healthcare.



This means that patients who do not have ID or a proof of address are still able to register with the practice, while immigration status and language are also not taken into account. The scheme aims to help tackle health inequalities by making small changes to ensure that no one is excluded from accessing healthcare.

Haven Health expansion opens

Haven Health in Felixstowe is now able to provide high quality, effective healthcare to more patients thanks to a £630,000 expansion and improvement project.

SPC has built two small extensions and reconfigured the existing internal space at the surgery. Five additional consulting rooms have been created as a result, taking the total number to 17. The extra room will ensure SPC has sufficient space to meet future demand as the population of Felixstowe continues to grow. It will also pave the way to provide additional services for patients and more training opportunities for healthcare professionals.

The work was paid for by community infrastructure levy funding awarded by East Suffolk Council's cabinet. The extension was officially opened by Carol Florey, Chair of the Patient Participation Group (pictured left), Mayor of Felixstowe Cllr Corrine Franklin (centre) and Dr Paul Driscoll (right), a GP partner with Suffolk Primary Care.

"We are delighted that work on this important extension is now complete," said Dr Driscoll. "The funding has given us a valuable opportunity to reconfigure the building so that it works more effectively for our patients, while the extra space will also mean we will be able to host additional services."



“The expansion will allow us to offer more medical students the opportunity to gain experience in general practice, as well as chances for staff in other roles to further develop. Importantly, it will also ensure we can continue to meet future demand and offer high quality, accessible services to our patients as the population of Felixstowe increases.”

Caroline Procter, deputy director of primary medical care, NHS Suffolk and North East Essex Integrated Care Board, said: “Haven Health is such an important part of the Felixstowe community and the extension work will bring many positive benefits to patients and help future-proof primary care services for the growing population.”



Helping patients get a faster diagnosis

Patients with suspected COPD can now get a diagnosis and start the correct treatment promptly thanks to the reintroduction of a dedicated spirometry pathway at Derby Road and Pinewood.

The service has proved such a success since it launched earlier this summer that it has also been rolled out to SPC patients at both Haven Health and Howard House.

Hannah Revett, ANP Nursing Team Manager, said: “We are really pleased that we have been able to reintroduce this important service, which is ensuring that patients with COPD can receive a diagnosis and start on the right medication to meet their needs more quickly.

“This is especially important as COPD is a progressive condition which gets worse over time. Starting treatment as early as possible can therefore be life-changing, as it can literally help patients to breathe more easily.”

Helping our patients to better wellbeing



A GP at Haven Health has helped to transform an unused and dated room at The Firs care home in Felixstowe into a relaxing space where residents can enjoy sensory therapies and safeguard their wellbeing.

Dr Nick Neill (pictured) joined forces with Nicky Ewen, team leader from The Firs to plan, fund and create the Namaste Room, which offers the home’s residents – many of whom have advanced dementia – a calming space to deescalate.

Nick developed plans for the room as part of his GP trailblazer fellowship and helped raise nearly £5,000 for materials, furniture and equipment before rolling up his sleeves to redecorate and install light boxes, smart speakers, water features, light projectors, a massage station and foot spa.