



## Cardinal Medical Practice

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### PATIENT NEWSLETTER-24<sup>th</sup> September 2021

We are delighted to share our first patient newsletter since becoming Cardinal Medical Practice on 1<sup>st</sup> July 2021. It has been a very busy first three months as we have adapted to the inevitable changes that result from merging three practices and have also welcomed over 1000 new patients who were previously registered with the Claydon & Barham Practice before it closed on 30<sup>th</sup> June. We are now providing GP services to over 27,000 patients.

We have faced many challenges in these last few weeks and are very aware that many of our patients have experienced difficulties in accessing our services. We wish to assure you that we are committed to addressing the issues raised and are working hard to achieve this. We have taken on board the feedback that we have received and are able to provide the below updates:

Telephone call queues – this is the biggest issue that we are addressing. We have seen some staff turnover and higher levels of sickness than we would normally expect and this has and continues to have an impact. We have recruited a number of new care navigators and receptionists over the last few weeks and are continuing recruit to this team to ensure we have the right staffing levels to cope with the demand. Inevitably it takes time to train new staff but we are aiming to see the benefits of this recruitment in the next couple of months

Online consultations – one of the ways in which you can access services without having to call the practice is to use online consultations. The practice currently uses the **e-consult** system which you can find on the Cardinal Medical Practice Website <https://cardinalmedicalpractice.co.uk/> We have made some changes to the home screen to make this easier to navigate. The online consultation process is easy to follow and we have received positive feedback from patients who have used this. It should be noted that many queries raised by this system can be dealt with via email or text so please make sure we have your correct mobile and email contact details. We appreciate that this method of access is not suitable or appropriate for all of our patients and as such telephone access remains available as usual.

Prescription requests – we are aware that some patients have experienced delays in having their requests processed, especially paper requests. In order to make it more convenient for patients, you can still drop your request off at any of the three sites but as the team is now based at Deben Road site, the process is less likely to be delayed if requests are dropped off at Deben Road. Requests can also be submitted via the on-line service which can be found on the website or via your pharmacy if this is more convenient. Please ensure that you only order the items that you need.

Flu vaccinations – the flu vaccination campaign is now underway and we have held two very positive and well attended Saturday flu clinics, one at the Scout Hall in Chesterfield Drive and one at Whitton Sports Centre. We are also holding flu clinics on Fridays at Norwich Road site. If you are eligible for the flu vaccine and have not yet booked an appointment, please either call the practice or email us at

#### Partners

Dr Eunice Ifionu Dr Balaji Donepudi Dr Suchita Ande Dr Jordan Nye Dr Charlotte Armour





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[spc.cardinalmedicalpractice@nhs.net](mailto:spc.cardinalmedicalpractice@nhs.net) and include your mobile number so we can send you a link to enable you to book your appointment on-line.

COVID – although COVID has not gone away, we will be opening the doors at Chesterfield Drive and Deben Road sites on 4<sup>th</sup> October. Restrictions will remain in place at Norwich Road site until we have sufficient staffing levels in place. We will continue to take measures to minimise the risk of infection spread and would ask that you do not attend any of the sites if you have COVID related symptoms.

We are not yet in a position to confirm the arrangements for the COVID booster vaccinations but will provide an update as soon as we can.

Staffing – we have recruited a number of new staff recently, in addition to the care navigators and receptions mentioned above, and we are pleased to welcome the following to our Cardinal Medical Practice family:

- two GPs
- two advanced nurse practitioners
- paramedic
- clinical pharmacist
- pharmacy technician
- care co-ordinator
- care navigator team lead
- two medical secretaries
- general manager

New build – the project to build a new purpose-built practice on the former Tooks Bakery site is still ongoing although the timescales have slipped. The completion date is now Spring 2024. Please see the link to the recent article in the Ipswich Star - <https://www.eadt.co.uk/news/health/new-surgery-to-open-2024-8358962>

We very much appreciate all the positive feedback that we have received – this has had a significant positive impact on staff morale and we thank you for this and your ongoing support. We are in the process of setting up a new patient participation group (PPG) and have already identified a number of patients who have expressed a willingness to be involved. An initial meeting is being planned for mid October which we are inviting Healthwatch to attend. We will be working on a patient survey which will be made available to patients in due course, and we will use the findings to further develop and improve our services. If you are interested in getting involved please let us know by emailing [spc.cardinalmedicalpractice@nhs.net](mailto:spc.cardinalmedicalpractice@nhs.net)

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