



ABBKEYWELL SURGERY

SPRING NEWSLETTER 2024

Welcome to our new and improved newsletter

This will contain updates, information, any changes, events and will be updated quarterly. You will be able to find our newsletter on our website, facebook page or you can pick up a copy in reception

OPENING TIMES

Monday to Friday
8.30am – 6.00pm

We are closed.
Tuesday – Thursday
1pm – 2pm for training
purposes

Dispensary
Based at Abbeymead
Surgery

Monday – Friday
9am – 6pm
Closed for lunch
Monday – Friday
1pm – 2pm

TELEPHONE OPTIONS

TELEPHONE NUMBER – 01794 512218/ 517878

ALL CALLS ARE ANSWERED AT ABBEYMEAD SURGERY

OPTION 1 – CANCELLATION LINE FOR APPOINTMENTS
IF YOU LEAVE A MESSAGE, YOUR APPOINTMENT WILL BE CANCELLED, WE ARE UNABLE TO RETURN CALLS

OPTION 2 – ROUTINE APPOINTMENTS & ENQUIRIES
THIS LINE OPENS AT 2PM – THIS IS FOR GP OR NURSE APPOINTMENT AND ANY ENQUIRIES

OPTION 3 – ON THE DAY TRIAGE CALLS FOR ACUTE ILLNESS OR URGENT NEEDS
IF YOU REQUIRE A CALLBACK ON THE DAY YOU NEED TO CALL BEFORE 11AM

PLEASE NOTE – WE DO NOT TAKE PRESCRIPTION ORDERS OVER THE PHONE. IF YOU ARE ENQUIRING IF YOUR PRESCRIPTION HAS BEEN ISSUED, PLEASE CONTACT YOUR PHARMACY FIRST TO CHECK.

PLEASE BEAR WITH US WE ARE AN EXTREMELY BUSY SURGERY AND ANSWERING THE PHONES ARE OUR PRIORITY.

Prescriptions

Our policy has changed, we no longer issue on the day repeat prescriptions.

We need at least 3 days before your prescription is due, to be able to process and issue them to your pharmacy, depending on your pharmacy policy, some need at least 7 days' notice.

Unfortunately, if you have forgotten to order your medication, we are unable to process this on the day.

You will need to contact 111 or go online and they will be able to supply an emergency prescription to tie you over until your repeats have been issued.

Partners

Dr Tracey Ryan, Dr Simon Lippiett, Dr Daniel Boaden,
Dr William Fraser, Dr Anthony Mah,
Dr Clare Hodgekiss, Dr Louise Evans

Practice No: J82145 VAT number 879128773

Follow us on 

Or Check our website

www.abbeywellsurgery.co.uk

Would you like to be a member of our Patient participation Group (PPG)?
Would you like to join the committee?

If you are interested in joining the PPG and receiving updates every 8 - 10 weeks, please go to our website and submit your details.

OR

If you would like to be a committee member, you can submit your details with additional comments or your interest.

Our group attend a meeting every 8-10 weeks with the reception manager & Practice manager.

This is to discuss any feedback from patients they have received, things that are happening at the surgery, future events to be held and general information.

OUR WEBSITE

www.abbeywellsurgery.co.uk

We update our website regularly and you will find all the information needed with regards to our services using the tabs at the top of the page. This includes eConsult for admin enquiries only, ordering prescriptions, updating your details, requesting online access, giving patient feedback positive or negative.

From 1st May 2024 the NHS prescription charge is £9.90 per item

Prepayment certificates will be:

£32.05 for 3 months

£114.50 for 12 months (payable by 10 Direct Debit instalments)

The HRT prepayment certificate will cost £19.80 for 12 months

Improvement works at Nightingale site.

We are excited to announce that improvement works will commence at the Nightingale site in the coming weeks. Part of the waiting room will be converted to provide two additional consultation rooms.

Works will be done during normal working hours, and there may be times when the waiting room is inaccessible from the main double doors. If this is the case, there will be clear signage redirecting you to the other door on the side of the building.

Appointment provision at both sites will continue as normal during works, and the Abbey Mead site will be unaffected.

We apologise in advance for any inconvenience (and noise) which this may cause. Thank you very much for your understanding.

Covid Spring Boosters 2024

We are holding a Covid Clinic

Saturday 27th April 2024

9am – 4pm

Nightingale Surgery

Patients that are eligible will be contacted in the next two weeks to book an appointment via a booking link sent to your mobile phone/ email or you will be called. This is by appointment only.

Please do not contact the surgery with regards to covid vaccinations, if you are eligible you will be contacted.

Patient that are unable to attend the surgery and are housebound, will be contacted by the Community Team over this period

NHS criteria

There are three groups who are eligible for the spring booster: Adults over 75 years and over by 30th June: people in care homes: those aged six months and over who are immunosuppressed.