

## ST STEPHENS GATE MEDICAL PARTNERSHIP

Merger of Newmarket Road Surgery with St Stephen's Gate Medical Practice

### WHAT DOES IT MEAN FOR ME?

All the services that we currently enjoy will continue, and there will be some additional services too. We will still be able to come to Newmarket Road and see Drs Copson and Bosworth, but we will be asked to make some visits to St Stephen's Gate Medical Practice in Wessex Street. There is a map on the back of this handout.

We will notice several changes, and the ones that affect us patients are listed below.

#### MAKING APPOINTMENTS

The on-line appointment making system will continue as now.

Telephone appointments: Current numbers remain unchanged (see below). All calls will go to St Stephen's Gate. You will be given a choice of options to enable you to speak directly to our specialist teams for:

- Appointments and visits
- Results (please call after 11am)
- Secretaries and referral enquiries
- Prescriptions and medication inquiries

In order to make sure that your queries are dealt with by the most suitable person you will be asked a short question to help place you in the right service.

Our clinicians include:

- Health Care Assistants
- Practice Nurses
- Nurse Practitioners who can prescribe
- Pharmacists
- GPs

#### TEXT (SMS) REMINDERS

Reminders of appointments can be provided to those requesting this service on your mobile phone.

**Telephone numbers:**

- 1: General enquiries 01603 621006
- 2: Appointments only 01603 624486

#### PRESCRIPTIONS

**On-Line Repeat Prescriptions** continue as before.

However, we will NOT be accepting telephone requests for repeat prescriptions. This is for reasons of patient safety, as more medication errors occur through this method of ordering than any other.

All other prescriptions matters take place at St Stephen's Gate Medical Practice and NOT Newmarket Road Surgery.

You can order by:

- Accessing our on-line service via the practice website. [www.newmarketroadsurgery.co.uk](http://www.newmarketroadsurgery.co.uk)
- Going to St Stephen's Gate Medical Practice with 2 forms of ID (one photographic and another with a valid address), and the receptionist will guide you through the process.
- By Post - if you leave a supply of stamped addressed envelopes at St Stephen's Gate Medical Practice, they will post your prescription back to you.
- Dropping off the repeat order slip attached to your prescription with the items you would like to re-order clearly marked at St Stephen's Gate Medical Practice. You will then need to collect your prescription from there.
- Many pharmacies operate a collection service from our surgery. Please contact your local pharmacy for further information.

Please note there is no change to your nominated pharmacy arrangements if you have them in place.

