



## Market Cross Surgery

Spring 2008 Newsletter  
Second Issue

Welcome to market cross surgery newsletter. The purpose of this newsletter is to keep you, the patient informed about developments at the surgery.

**Market Cross Surgery website :** [www.marketcross-surgery.co.uk](http://www.marketcross-surgery.co.uk)

The website provides lots of information about the practice, doctor's surgeries, nurse clinics and how we work.

### **Extended hours**

From the week commencing Monday 12<sup>th</sup> May we will be introducing evening and early morning surgeries as follows:

Tuesdays and Thursdays:	6.30pm – 8.00pm
Wednesdays	7.00am – 8.00am

These appointments will be routine and will be accessed through the triage team during normal working hours. The routine appointments are aimed particularly at patients who work and may have difficulty accessing daytime appointments. Each week patients will have the choice of a male or female doctor in the evening surgeries.

**Order your Prescription on-line:** [www.marketcross-surgery.co.uk](http://www.marketcross-surgery.co.uk)

The Website also provides the opportunity for patients to order repeat prescriptions on line. If you wish to use this service, please speak to one of the reception staff – you will need proof of identification e.g. driving licence or passport. The receptionist will then issue you with your initial ID and access code.

A handy Hints & Tips sheet is also available from Reception to assist with the initial registration. When you access the Website further identity questions are asked together with a request for a password for your sole use.

## **Patient Privacy at Reception desk**

Please may we ask patients to respect each other's privacy when waiting at the front reception desk. The Friends of the Market Cross Surgery have very kindly purchased two posts with notices asking patients to stand back and give space to the patient at the desk. Thank you for your co-operation

## **Carers**

Wendy Brown and Mary Drake are members of the Market Cross Surgery Team who are able to assist you with contacting Suffolk Family Carers and they can provide information on the support and services available. Suffolk Family Carers provide support for carers: husband, wife, son daughter, mother, father, neighbour, friend or relative. Suffolk Family Carers can be contacted on 01473 232679. Adult Care and Community Services or Children and Young People's Services can undertake an assessment of your needs as a Family Carer to identify any additional support or services that may be of assistance to you.

## **The Friends of the Market Cross Surgery**

The Friends of the Market Cross Surgery is a group of patients who help to raise funds and organise the provision of practical help to improve equipment and services for patients of the Surgery.

If you would like to know more about the group, or attend any of the meetings, please contact Maggie Lake, Practice Manager or ask at reception for further information.

## **Comments and Suggestions**

The Doctors and Staff strive to provide an effective and efficient service to all patients. If you have any comments or suggestions about the surgery or its services, please contact Mrs Maggie Lake, Practice Manager.