

Framlingham Medical Practice

Update as at October 2025

WELCOME

We would like to welcome Raisa to our care navigator team. She has previously worked at 111 as a call handler and has extensive experience working with a wide demographic of patients.

IMPORTANT NEWS

The new NHS GP Contract has specified that all GP practices have to provide the facility for Online Consultation by 1st October 2025. It has to be open from 8 am to 6.30 pm Monday to Friday in line with Surgery open times.

The practice launched the total triage system on Anima on 1st October 2025. We have now been running the system for a few weeks. We have received constructive suggestions regarding the system from patients who have used it. We would like to thank the patients who have submitted constructive suggestions.

If you cannot use our website or access online consultations you can telephone the practice or come into the surgery to talk to a care navigator. The practice has purchased an iPad to teach and support our patients in using the online consultation system. Please do not email the practice with clinical or admin queries or requests.

Your form will be assessed by our Doctor led triage team.

You will be contacted by the practice later that day to advise the next steps which might include:

1. An On the Day appointment
2. Request to book a routine appointment using the link sent to your email or mobile phone. **(Please ensure we have the most up to date email address or mobile phone number for you)**
3. A call from the practice to give you advice over the phone
4. Ask you to attend a pharmacy (Pharmacy First Programme) or another service

ANIMA is NOT for EMERGENCY OR URGENT ISSUES such as Chest Pain, Symptoms of Possible Stroke, Head Injury etc which may need an urgent hospital admission. Please call 999/111 for Emergency/Urgent Issues.

ANNUAL REVIEW RECALLS

Framlingham Medical Practice has invested in an IT recall system to support our patients with Long-Term Conditions and Best Practice patient reviews. The system ensures all patients are called for their annual review in the month of your birth.

Depending on your long term/best practice reviews eg Asthma, Diabetes, COPD, Menopause etc. you will receive links by email or text.

Patients who are reviewed for Asthma and Menopause will initially be sent a pre-review questionnaire. Once the questionnaire is returned and reviewed, a message asking you to book an appointment by contacting the practice. Patients who don't need a pre-review questionnaire will be sent the same book an appointment message.

GP TRAINING AFTERNOONS

In order for our GP's to stay clinically current and up to date the Integrated Care Board (ICB) provides a training afternoon a month. The next training afternoons are **Thursday 16th October 2025 and**

Wednesday 12th November 2025. The surgery will be closed from 1pm and will reopen the following day at 8am.

PATIENT PARTICIPATION GROUP (PPG)

Our PPG is a patient membership group who are interested in supporting the practice with innovative new ways of working. They meet with a GP and Practice Manager at the practice. The practice and the PPG worked together in 2024 to understand how and what communication systems suited our patients. Surgery updates will now be disseminated to parish clerks to improve communication with patients. To find out more about the PPG or attend a PPG meeting as an observer, get in touch with the Medical Practice by the form on the practice website <http://www.framlinghamsurgery.co.uk/> or by emailing framlingham.medicalpractice@nhs.net. Please indicate if you are happy for the practice to share your details with our PPG Chairperson.

Our next PPG meeting is scheduled for **Thursday 20th November 2025 at 12.30pm**, Framlingham Surgery. The meeting lasts for approximately one hour.

REPEAT MEDICATION REQUESTS

Framlingham Medical Practice **DO NOT** accept repeat medication requests by email or telephone. You can order your medication by the white repeat medication slip, SystmOnline and the NHS App.

Managed Prescription system - allows you to order your next repeat prescription when you collect your medication. Dispensary staff are more than happy to explain how it works.

GP TRAINING PRACTICE

The practice has been approved to train doctors who want to become GP's. Dr Pedro Eze is our current GP Trainee.

MEDICAL STUDENTS

Year 6 University of Cambridge students will be on placement at the practice from Monday 20th October 2025 until the middle of February 2026. They will be consulting patients and are supervised by a GP.

RESEARCH

The practice continues to take part in research programmes. We are now awaiting the new research programmes to be released for us to join.

POLITE NOTICE - PARKING AT FRAMLINGHAM AND EARL SOHAM SURGERIES

Please can we ask patients who park in either Pembroke Road or Earl Soham Surgery, whilst visiting the practice, to park considerately? Please ensure you do not park over or block our neighbour's driveways. Thank you very much.