



Edition 2  
Jan - Feb 2017



**NEWSLETTER**

## Welcome

We're pleased to bring you the second edition of the St Lawrence Medical Practice Newsletter from Virgin Care and the St Lawrence PPG. And we have big news!

From Monday 20 March 2017 we will be moving AND changing name, to the Church Lane Surgery.

We're excited to be providing our services from the new premises, which we've worked closely with patients, colleagues and our Patient Participation Group (PPG) to make totally fit for purpose and to improve the service we provide to our patients.

### Nigel Sweeny

*Service Manager – Virgin Care*

### Nicholas Challen

*St Lawrence Medical Practice PPG - Chairman*

## We are moving!

Since Virgin Care started running St Lawrence the team and the number of patients have increased. We knew that the current site at Bocking End was not suitable for the growing practice, and feedback from patients echoed this. So over the last few months, in conjunction with NHS England, we've found a new location and will be providing our services from there from **20 March 2017**.

The new surgery will be called Church Lane Surgery - following close discussions with NHS England and our PPG - and is located at the college at Church Lane, Braintree, CM7 5TN. The great thing about the new location is that it allows us to provide new services as well as our existing services in a modern building. Here is some of the essential information about the new surgery:

- Our phone number will stay the same - **01376 552 474** - but we will be using an improved phone system
- We now have the space to develop services and provide minor surgery, phlebotomy, long-term condition management, baby clinics and more - watch this space for announcements on these services in the future
- Church Lane Surgery also gives us space to host educational events like the Dementia Cafe Club and diabetes awareness days
- There is plenty of car parking space available, with disabled spaces and a drop-off point too
- Getting There Community Transport Services run to and from Braintree College.

## Find out about Church Lane Surgery at our Open Day!

On **Saturday 25 March** we will be holding an open day from **10am-4pm** at our new **Church Lane Surgery** where members of the team and the PPG will be on hand to speak to patients and show people around the surgery. We can't wait to see you there!

The address of the Church Lane Surgery is:

**Church Lane Surgery  
Braintree College  
Church Lane  
Braintree  
CM7 5TN**

## Online Services

Through our website you can book appointments whenever you need to - no need to call or visit us to book. The simple online booking system will let you choose which GP you'd like to see and will give you a range of dates and times so that you can pick the most convenient for you.

You can also manage your medication online. If you find it hard to get to the surgery our system lets you order your next repeat prescription through the website.

Go to [www.stlawrencesurgery.co.uk](http://www.stlawrencesurgery.co.uk) to start using our online services. After we move to the Church Lane Surgery you will still be able to book appointments and manage your prescription on the website at [www.churchlanesurgery.co.uk](http://www.churchlanesurgery.co.uk) (only after 20 March 2017).

## Need to raise a concern or query about the service at your practice?

As well as speaking with the team who provide you with care directly, which is often the most efficient way of resolving a concern, you can also speak with Virgin Care's Customer Services Team. The team are independent of St Lawrence Surgery, and will ensure your complaint is fully investigated and responded to. Pick up a leaflet in the practice, visit [www.stlawrencesurgery.co.uk/complaints/](http://www.stlawrencesurgery.co.uk/complaints/) or call **0300 303 9509\***.

\*03 numbers are charged at the same rate as traditional 01 and 02 numbers, and included in any free calling minutes.

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