

## EASTER AND OTHER CLOSURES

We will be closed on **Good Friday and Easter**

**Monday** (29<sup>th</sup> March & 1<sup>st</sup> April 2024).

We will also be closed from 1pm on February 27<sup>th</sup> for Protected Learning Time (countywide).

We will also be closed on 6<sup>th</sup> & 27<sup>th</sup> May 2024.

The next **protected learning time** date is June 27<sup>th</sup> 2024.

**We put on as many sessions as we can and try to give every patient the time they need. We believe in patients being able to talk to a human being on the phone and have as yet, resisted the 'total triage' model where every request for an appointment is assessed and allocated by a clinician.**

# Cropredy Surgery – Early Spring 2024

*A rather wordy but important newsletter*



## A PLEA FROM NICCI – PRACTICE MANAGER

Things have changed beyond recognition in Primary Care. Since Covid, demand has rocketed throughout the country, with no corresponding increase in GP provision. It is unprecedented that a routine appointment is a 4 week wait at Cropredy. Because of the size of the building, we are unable to add in extra clinics and even if we had the room, the cost of locums is prohibitive.

Our receptionists are now having to endure insults and bad-tempered behaviour repeatedly from our patients. This is not acceptable.

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***“Consider how you speak to our staff. Whatever the issue, they are doing their best for you – it is rarely their fault.”***

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I am therefore asking if **all** patients could **please**:

- **Order your medication in time if you are dispensing patient.** If you have forgotten to order it or want it more quickly, ask for a prescription to take to a local pharmacy.
- **Do not attempt to queue jump.** We know people try to get around the system, use words that they think will get them seen more quickly, or ring back in the afternoon to try and get an emergency appointment because they don't want to wait for a routine. Remember your GP surgery is **not** an emergency service. Very small children and terminally ill patients take precedent, and our doctors already see well over the recommended maximum patients per day and regularly put in a 12-hour day. Many pharmacies will now see people for minor illnesses, and we can help you to access these.
- **Understand that our clinicians sometimes run late.** They would like to run to time but they have patients booked throughout their day, in their admin slots and in their lunch breaks just to try and meet demand. Sometimes they have a really sick patient that they have to admit to hospital or have a suicidal patient that takes longer. Please be understanding of their workload.
- If you get a **'Friends and Family' assessment text** and are not happy with something then please raise it with me at the surgery. They are anonymous so I am unable to put something right if I don't know who had the problem or when. By all means leave the review, but do speak to me too, so I can investigate.

**Veteran Friendly:** We've recently become an Armed forces Veteran Friendly accredited GP practice. This means that if you've served in any of the Armed forces for more than one day as a regular or reservist, we are here to help you get the best healthcare. The NHS has a duty to support the health commitments of the Armed Forces Covenant. This means that you will get priority treatment for any medical condition which has been caused by your service, subject to the clinical needs of the other patients. Dr Catriona Reid is our clinical lead for veteran's health and has a comprehensive understanding of the Armed Forces, health conditions linked to service and the dedicated support you can access; including the specialist mental health services, OP Courage (the Veterans Mental Health and Wellbeing Service) and the Veterans Trauma Network. With your agreement it can sometimes be helpful for your doctor to refer you to Armed Forces charities such as SSAFA, the Royal British Legion, Combat Stress or Help for Heroes. They can often offer significant help and support even if they do not all deliver healthcare. When joining the surgery, you will be asked if you are a veteran on the registration form. From this, we will code that you are a veteran, so we are able to offer you the best healthcare.

**You might not see a GP:** Some of our other specialised services you may be offered:

**Advanced Nurse Practitioner (ANP):** *(Skilled healthcare professional with advanced training)*

Qualified to assess, diagnose, and treat/prescribe/refer a wide range of medical conditions. Patients benefit from their expertise in managing both acute and chronic illnesses, as well as receiving guidance on preventative healthcare and measures.

**Pharmacists:**

Provide medication reviews, offer advice on proper dosage and administration, and help manage potential side effects. Collaborating with other clinicians, pharmacists contribute to optimising medication regimens for our patients.

**Social Prescribers:** *(Help patients connect with community resources, support networks, and non-medical services that contribute to overall wellbeing)*

This holistic approach recognises that health is influenced by various social factors.

**Physiotherapists:** *(Focus on enhancing mobility and function)*

Play a key role in the rehabilitation of patients recovering from injuries, surgeries, or chronic conditions. Through personalized, exercise plans and therapeutic interventions, contributing to the overall physical wellbeing of patients.

The collaboration among these diverse clinicians ensure that patients receive a comprehensive and personalised approach to their healthcare needs. This multi-disciplinary team is committed to delivering high-quality care, promoting health and wellness, and addressing the unique needs of each individual.