



## Spring Bank Holiday Closures

The Surgery will be closed on:

April 7<sup>th</sup> Good Friday  
April 10<sup>th</sup> Easter Monday  
May 1<sup>st</sup> Early May B/H  
May 8<sup>th</sup> Coronation day  
May 29<sup>th</sup> Late May B/H

**DON'T FORGET!**  
ORGANISE YOUR  
REPEAT MEDICATION  
IN TIME FOR BANK HOLIDAY

If you need urgent care when we are closed, please ring 111 or in an emergency ring 999

### Your Data Matters to the NHS

You can choose whether your confidential patient information is used for research and planning – just let us know

### Face Masks

The wearing of face masks is now optional in the surgery, although we may ask you to wear one if we are concerned your symptoms suggest Covid infection or you need a very close facial examination.



# Cropreddy Surgery Newsletter Spring 2023



## Welcome to our latest edition of your Cropreddy Surgery Newsletter

This week we have hit the amazing figure of 5000 patients. We are a very small surgery and limited on our clinical and administrative space. These days, surgeries have to be of a certain patient size just to survive but we are being squeezed into hot desking and sharing spaces where there simply isn't enough room. We are hoping that we may be able to tackle this in future, but if we can't then we are going to have to consider closing our list.

We are therefore being extra strict about our boundaries when we take on new patients and when people move outside our catchment.

## A Continued Plea for Kindness

We have faced unprecedented demand recently. Unfortunately this has coincided with an increase in rudeness and aggression towards our staff. We always try to do our best for our patients but sadly we have had to introduce a zero tolerance notice, which is unheard of in this surgery. We also have new staff who take time to learn their job and will be unsure occasionally regarding the best route to take or advice to give. We have also had two members of staff off work with Covid which leads to cancellation of appointments.

## CQC

We recently underwent a phone monitoring assessment with the CQC. As we have two new partners, the CQC wish to satisfy themselves that there has been no decrease in the level of service that we offer, or offering services which we have not signed up for. It is a two hour phone call, which requires a lot of preparation and is somewhat nerve wracking. We passed and so there will be no emergency visit from the CQC, but we are expecting them in May (or thereabouts)

Good



## Contact us

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### Cropredy Surgery

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Email address  
Cropredy.surgery@nhs.net

Website  
[www.cropredy.surgery@net.net](http://www.cropredy.surgery@net.net)

**Dr Reid - Partner**

**Dr Holyoake - Partner**

**Dr Galt**

**Dr Cameron**

**Dr Cox**

#### Covid

Covid is still rife locally and we lost two members of staff for a total of three weeks in February leading to a loss of over 100 appointments. Please bear in mind that your symptoms *may* be Covid related and choose a telephone appointment if possible.

#### Photographs

If you wish to send in a medical photograph to the surgery, please call the surgery first and we will arrange to send you a link to your mobile in order for you to send the photograph directly to your medical notes.

## Texts from the surgery

We contact patients by text who are eligible for Pneumococcal vaccine and Shingles vaccine. We also contact people coming up to the right age for cervical, breast and bowel screening. These texts are sent to assist our patients getting the free health care they are entitled to and in some cases could be life saving

### Flu

You may be unaware that we run our flu clinics at a loss in order to vaccinate our patients. It is increasingly difficult to make the right guess as to how many vaccines we will need as we have to order a year in advance and then they move the goalposts when it comes to flu season! We have to endeavor not to under or over order and we also have to anticipate how many people may elect to go elsewhere for their jabs. If we buy in more vaccinations during the flu season we can only buy in multiples of 100, when we may need only 15 and then have to pay for the wastage. It is fraught with difficulty and despite major efforts we sometimes get it wrong, for which we apologize.

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## Contact Information

Please don't forget to update the surgery if you change your home or mobile number or if you move home.

It is essential that we can contact you in an emergency and that we can pass on the correct details to the hospital if you are referred to a consultant.



#### Did you know?

The third party that we need to refer for musculoskeletal issues has now changed to Connect Health (CATS). We have to use this company for all MSK Referrals and they will triage the referral.