



SUMMER 2025

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C R O P P R E D Y S U R G E R Y

NEWSLETTER



Protected Learning Time (PLT)

Please note the next PLT date is:

24th September 2025.

The surgery will be **closed & doors locked** from 1300 to 1830 on this date.

In an emergency call 999.

Staff Welcomes and Goodbyes

We were sad to say goodbye to Nathalie and Sam from our reception team and wish them all the best for the future.

At the same time, we're delighted to welcome Kath, who has joined us as a new receptionist. Kath is also training as a phlebotomist, so don't be surprised if you see her both on reception and the nurses room too!

We're also pleased to welcome Vishant (Vish) to our team as a clinical pharmacist, working alongside Sunny.

Vish will be supporting patients with telephone medication reviews, prescriptions, and helping to ensure safe and effective use of medicines as part of your ongoing care.

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Building Update

We're excited to share that our reception area has undergone some fantastic improvements! With one of the walls removed, the space now feels much more open and inviting.

You may also have noticed the recent repairs and internal decoration work, not only does the area look brighter and more welcoming, but it's now fully watertight too!

Heidi AI

We are currently trialling a new software called Heidi Health AI to help our clinicians in their clinics.

What is Heidi AI?

Heidi AI is an advanced AI medical scribe designed to transcribe patient visits, generate clinical notes, fill out documents, and dictate letters. This tool allows the clinician to focus more on you, the patient, rather than on typing and administrative tasks. Heidi AI has been approved by NHS as it adheres to stringent UK compliance frameworks. This ensures that your personal information is handled securely and confidentially.

If you do not wish for this to be used in your appointment, please make the clinician aware.

See website for more information:

<https://www.heidihealth.com/uk>

Friends and Family Text Survey

We're always delighted to receive your feedback through our Friends and Family text survey. Your comments and suggestions are truly valued and help us to improve the service we provide, so please do keep them coming!

Please note that all survey responses are anonymous. If you have a specific concern, then please do contact the surgery directly as we are unable to investigate it if we don't know who you are or when you attended the surgery.

Long wait for a routine appointment?

In August we had **39** patients who did not attend for their appointments.

This represents **10.75** hours of wasted appointment slots which could have been offered elsewhere.

Please can we ask that you ensure you cancel your appointment if you are not able to attend so that someone else can be seen in your place.

Flu Clinics

We'll be offering flu vaccinations to eligible patients at our Flu Clinic, held at the surgery on **Saturday 4th October 2025**.

If you're eligible, patients aged 65 and over and those under 65 in an at-risk group, you will receive a text or phone call inviting you to book your appointment through our self-booking system. Please note that vaccine supplies are limited, so we encourage you to book your appointment as soon as you receive your invitation.

Booking your flu vaccinations with **Cropredy Surgery** directly really helps the surgery. We would be very grateful if you choose to have your flu jab with us rather than elsewhere.

<https://www.nhs.uk/vaccinations/flu-vaccine/>

Thank you for your support!

Mounjaro

Mounjaro, also known as **Tirzepatide** is used for type 2 diabetes to help lower blood sugar levels.

All eligible patients who qualify for Mounjaro will already have been contacted by the surgery.

<https://www.england.nhs.uk/ourwork/prevention/obesity/medicines-for-obesity/weight-management-injections/>

Opening Hours

A reminder of our opening hours:

Mon: **0800 to 1915**

Tues, Thurs and Fri: **0800 to 1830**

Wed: **0730 to 1830**

Closed: **Saturday and Sunday**.

Remember that our website contains lots of important information and help and advice.

<https://www.cropredy-surgery.co.uk/>