



## Bank Holiday Closure

Surgery will be  
closed on:  
26<sup>th</sup> August 2024  
Bank Holiday

We are closed on the  
afternoons of  
September 26<sup>th</sup> and  
November 12<sup>th</sup> 2024  
for countywide  
training

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

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

## Your Data Matters to the NHS

You can choose  
whether your  
confidential patient  
information is used  
for research and  
planning



# Cropredy Surgery Newsletter Summer 2024

## Welcome to the Summer newsletter - for the Summer that isn't

Firstly, we have a lovely new, clean and tidy website which is so much easier to navigate your way around.

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

We also have a new email address (however, the old one will still reach the surgery: [bobicb-ox.cropredy.surgery@nhs.net](mailto:bobicb-ox.cropredy.surgery@nhs.net)

We are now lucky enough to have 2 clinical pharmacists (Sunny and Zenab) who have many duties, one of which is to undertake medication reviews with our patients. Any patient who is on repeat medica-



## Clinical Pharmacists

tion from us of any kind will be reviewed annually to ensure there are no issues with any of their meds, to see if there are any queries, or to help switching to an alternative if there is a problem. These reviews can sometimes be done opportunistically by a clinician, but for everyone else, we offer a **telephone** appointment to discuss medication.

**Goodbye:** We would also like to say goodbye to Steph Schofield who has been a practice nurse here at Cropredy for over 20 years.

Her dedication and compassion has touched many patients and she will be missed by both colleagues and patients alike. We wish her all the best in her future endeavours and thank her for her invaluable service.



## Some Summer reading, in the absence of any sunshine....

You may have received a text after your appointment asking you for feedback. This is an NHS initiative. The texts we receive are anonymous and cannot be traced to the sender so anything raised cannot be addressed by the Practice Manager. It may be helpful to mention some of the frequent points that are made through these tests.

**Can there not be a standard 'all clear' message after blood results are received?** *This would be marvellous but all bloods are reviewed by clinicians when they come back from the lab – these run into 100s per week. To send a text to everyone would impact the time to do other clinical work. However you can check your results yourself on the NHS App or Patient Access .*

**Difficulty parking.** *We know and we agree! We have no other parking options and the staff cars are all double parked to make more room. If everyone could park considerately then there would be more room. **Also we need to consider our neighbours when parking on the road.** The landlord did send some builders to deal with the flooding which was a relief. Marking parking lines is an option but tricky on gravel. .*



**Why can't different types of appointments be put together so I only have to come once?** *This would be perfect & the best option for everyone, however, often complexity makes it impossible. Certain types of appointments can only be done by certain clinicians and some need to be booked well in advance because they are much longer than other appointments.*

**Why do I have to wait so long for a routine appointment?** *This is a complicated answer but the small building reduces the number of appointments we can offer, we have a lot of patients, our doctors and nurses already see more patients a day than are ever booked in and not every appointment booked needs to be seen here – e.g. could have been seen at a pharmacy. We also have to cover staff holidays and sickness – every practice in the country is in the same boat. We are much better than some, and worse than others...*



**Frustration with the messaging system.** *The messaging system is complicated and we are strictly limited on how many letters we can use in the text. Also, the system does not know if there is already an appointment in place, nor can we separate reminders for telephone and F2F appointments when it sends the message. IT is not keeping up with patient expectations or our needs and occasionally has a complete glitch. Please fully read messages right to the end as this will help with some confusion!*

**I was late being called to my clinician.** *Unfortunately patients over-run or we have an emergency. We honestly try to stick to appointment times but it isn't always possible. If you have been waiting more than 10 minutes just check with the reception team about the state of play. Sometimes there is an IT glitch or they may be able to update you on your wait time*

**Why couldn't I speak to the doctor – it would only have been a short call and it wouldn't have been an appointment?** *Each call to a doctor is an appointment. If you have a simple non-medical query you can always email the surgery or use e-consult (on the website)*

**Please don't use the Friends and Family text to attack a member of staff who has no way of defending themselves against an anonymous accusation, it is upsetting and hurtful and cannot be addressed by the surgery. If you are unhappy with the service you have received, or with any member of staff then please contact the Practice Manager, so that a thorough investigation can take place.**