



Bank Holiday

Closure

The Surgery will be closed on:

Dec 25th & 26th & Jan 1st 2025

Please remember to sort your prescription orders in time for Christmas—it is the busiest month of the year for the Dispensary Team

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

Your Data Matters to the NHS

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



Cropredy Surgery Newsletter

Winter 2024

Welcome to the Winter Newsletter

The observant amongst you will have noticed the work going on with our roof! The roof has been leaking badly for the last couple of years and our landlord has done minor repairs on numerous occasions which have not worked as the problem is much greater than could be fixed in a couple of minutes.

Unfortunately, the water ingress was very bad during Storm Bert as the tarpaulin was ripped off, leading to considerable water damage and the loss of a computer, printer and phones (amongst other things).

There can be no internal repairs until the roof is water-tight all over and the ceilings have dried out sufficiently. The water got into the lights in the waiting room so some of you have had to sit in the gloom.



To make things even more interesting, the original roofers are no longer here however, we have a new improved team who do seem to have a good understanding of roofing and our needs, so this can only be a good thing. These new roofers have been and made everything as secure as possible to protect against the weather as they are unable to start until the beginning of January 2025.

Thank you to all our lovely patients who lent us dehumidifiers to try and get things to a more acceptable level of damp!

Our staff have been brilliant, both during the mop up operation and since. Of course our patients have been sympathetic and understanding to our plight.

The A361 disruption will apparently be an issue for months rather than weeks, so please factor this in to your journey time to and from the surgery. It is a massive inconvenience to everyone, staff and patients alike.

Welcome: We would like to give a big welcome to Beth Howard, our new Practice Nurse. She has been settling in working full time for 3 weeks and will be working her proper hours from the beginning of December (all day on Wednesdays and Thursday mornings). Beth will be doing all treatment room duties and also respiratory care. (Continued over)

Welcome! **Continued...** We also want to introduce David Woodley who has joined us as a new Dispensary Delivery Driver. He has learned his routes and he is off exploring the Oxfordshire/Warwickshire & Northamptonshire countryside.

Reception: Our receptionists are real people. They have a really hard job to do and are again being subject to abuse from our patients. If you cannot get an appointment as soon as you like, the person whose fault it definitely **isn't**—is the receptionist.

Our building is tiny- even if we had a 100 GPs we wouldn't be able to find a room for them, so we can only have 2 GPs working at a time unless another clinician is absent for whatever reason. We hot desk and share rooms trying to make the best of the limited space. We have double the number of patients that the building was built to accommodate. We do our best.

I was quite shocked to hear of the statement to one of receptionists 'if I die, it will be your fault.' You may wish to imagine what it feels like to have that said to you, and how you might feel for the rest of the day- particularly if you are doing your best to try and help someone. Appointments cannot be created where there aren't any and if people exaggerate their symptoms to try and get an urgent appointment to cheat the system then that is unfair to everyone.....

- Every surgery in the land is struggling to meet demand at the moment
- Think of using a local pharmacy—they can prescribe for you for some conditions and usually no wait
- If you have a complaint, please speak to the Practice Manager

Clinicians work to national safe working limits. This protects both you and them.



Flu Clinic Thank you to all those patients that came to us for their flu jab, even though they were offered one when they attended the pharmacy for their covid vaccination.

You may be unaware that flu clinics are now run at a loss for many surgeries and if we are left with vaccines, only a small percentage of the original order (which has to be placed over a year in advance) can be reimbursed. Thank you again.

The test that shall not be named...

Bowel cancer screening is a test you do at home that checks for signs of bowel cancer. It's offered to everyone aged 54 to 74.

We won't lie—it is not a pleasant few minutes having to do the test. Rest assured though, the treatment for undetected bowel cancer is much worse.

Grit your teeth, get it done. You don't have to enjoy it —it might save your life.

