

CROPREDY SURGERY

NEWSLETTER



Protected Learning Time (PLT)

Please note the next PLT date is: **4th December 2025.**

The surgery will be **closed & doors locked** from 13:00 to 18:30 on this date.

Call **NHS 111** during this time or in an emergency call **999**.

Staff Welcome

We're delighted to welcome Donna, our new Patient Co-ordinator/Receptionist to the surgery. This means we have a full reception team in place to support you.

Just a reminder that we have two receptionists on the desk who are both able to help you. They can both book appointments and hand out prescriptions, so please feel free to ask either of them for assistance.

Do we have your Correct Telephone Number and Email Address?

Please could we ask that you make sure we have your up-to-date **email address and mobile number**, so we can stay in touch with you about reviews and any other surgery-related updates. See back of newsletter for changes to the way we are now doing our annual reviews.

Feedback

Following your appointment, you may receive a text message inviting you to share feedback about your visit. Every response is read and recorded, and we truly appreciate the time you take to help us improve.

Many patients tell us they value that their appointments don't feel rushed, that they're given the time they need, and that their doctor is thorough. At the same time, we also receive feedback about delays and waiting times. Unfortunately, these two things are often connected: providing each patient with the time and care they need can occasionally cause appointments to run behind schedule.

Additionally, unexpected situations, such as a patient requiring hospital admission or experiencing significant mental distress, may also affect the day's schedule. We apologise for any inconvenience this may cause. Please be assured that when it's your turn, you will receive the same time, attention, and care as every other patient.

Positive Changes to the Way we do Annual / Birthday Reviews

We are changing the way we do annual reviews/birthday reviews by using a system called Medlink. MedLink is an easy-to-use online system that helps you stay on top of your health from your own home. Whether managing a long-term condition such as diabetes, undergoing a medication review, or wanting to keep your health in check, MedLink makes the process simple.

How Does It Work?

We identify patients who are due for a review and send them a secure link by text, email, or letter. This link takes you directly to your personalised health review, with questions tailored to your care. You can complete it at a time that suits you, and the questions are clear and easy to follow. Everything you share is sent securely to your healthcare team and automatically added to your medical record, so your doctor or nurse can review it just as if you were in the room.

This information helps the clinical team understand how well your condition is being managed and whether you might need any additional support. MedLink supports a wide range of care areas, including asthma, hypertension, diabetes, and many other long-term conditions.

Why Have Cropredy Surgery Chosen MedLink?

We understand that life can be busy and it's not always easy to visit the surgery. MedLink gives you more flexibility and control over your care, without losing that valued connection with your healthcare team. It's secure, simple to use, and designed to make managing your health easier and more conveniently. Our goal is to ensure that patients who need more support receive it, while those who are able to manage their health well can continue to do so with minimal disruption to their daily lives.

Adventures of our Amazing Surgery Staff

Congratulations to our incredibly brave team members, Lee-Ann and Sue, for completing a skydive in support of Katherine House Hospice! They would like to thank everyone for their kind and generous sponsorship and together, they raised an **amazing £1,800!**

Next up? They're already talking about a wing walk! Stay tuned for more updates....



Opening Hours

Monday: **0800 to 1915**

Tuesday, Thursday and Friday: **0800 to 1830**

Wednesday: **0730 to 1830**

Closed: **Saturday and Sunday**

Remember! Our website contains lots of useful and important information together with help and advice including online requests for administrative needs such as fitness to work/sickness certificates.

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