



Cropped Surgery

SPRING 2026

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C R O P R E D Y   S U R G E R Y

# NEWSLETTER



## Protected Learning Time (PLT)

Please note the new PLT dates:

**4th June 2026**

**3rd September 2026**

**2nd December 2026**

**2nd February 2027**

The surgery will be **closed & doors locked** from 13:00 to 18:30 on these dates. During this time, please call **NHS 111** or in an emergency call **999**.

## Reception Telephone Lines

Our telephone lines are now open continuously throughout the day and will no longer close between 1:00pm and 1:30pm. Urgent, same-day appointments are released each morning at 8:00am.

A reminder that local pharmacies can provide advice and treatment for many minor ailments. If you are experiencing specific eye problems, you should contact the Minor Eye Clinic at Specsavers, Banbury on 01295 251 251.

## First Aid Unit (FAU) appointments at Chipping Norton Health Centre

Evening appointments are available at the (FAU) based at the Chipping Norton Health Centre. These appointments must be booked through our Reception team and can be used when our nurse appointments are fully booked.

The FAU unit provides care for a range of needs, including dressings, suture removal, and minor ailments.

## Appointment Triage

To comply with new NHS England guidance on appointment availability, we are considering introducing a triage system, similar to one already used by many GP surgeries and which we have, until now, been able to avoid. Under a triage model, all appointment requests are reviewed by the practice before any booking is made. This would represent a significant change to how we currently operate and will take time for both patients and staff to adjust.

Following recent government requirements that all patient requests must be reviewed and signposted on the same day they are submitted, we need to ensure we have a system in place that can manage the volume of demand effectively. We are currently reviewing the best way forward and will update our patients as soon as a decision has been made.

## First Contact Physio

Reception can book you directly with the physio, either a telephone call or face-to-face. Appointments are every Wednesday and Friday at the Deddington Health Centre.

The Physios can refer directly to (MSK) Musculoskeletal service so this can alleviate a GP appointment, saving you a significant amount of time.

## Missed Appointments

In March we had 39 patients who did not attend their appointments, This represents 13 hours of wasted slots which could have been offered elsewhere.

**Can we ask that you cancel your appointment if you do not wish or are not able to attend. so someone else can be helped.**

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## Blood tests for Hospital Outpatient Appointments

If you are advised to book a blood test by the hospital (from an outpatient clinic), please ensure that you bring the labels with you. We can not do the blood test without the labels and we would then request that you re-book your appointment.

## Frequently Asked Questions

### Why do I find it difficult to find a parking space at the surgery?

Parking at the surgery can be limited, particularly during busy periods. We recommend allowing extra time before your appointment to find a space, or considering alternative transport where possible.

### Why am I called in late for my appointment?

We always aim to see patients at their scheduled appointment time. However, delays can sometimes occur if a patient requires urgent or emergency care, which must be prioritised. We do appreciate your understanding and patience when this occurs. Please be assured that you will be given your full time with the clinician.

### Why does the waiting room look empty but there are no appointments?

Even if the waiting room appears quiet, this doesn't necessarily mean there are no appointments taking place. Many consultations are still carried out over the phone when a face-to-face visit isn't clinically necessary. However, we continue to offer in-person appointments for the majority of patients whenever it is appropriate to do so.

### Why won't the GP prescribe antibiotics for me?

Doctors have to follow clinical guidelines to ensure they only prescribe antibiotics when truly necessary to protect both your health and effectiveness of the medication. Antibiotics won't work for viral infections.

### How long will it take to get my repeat prescription?

We ask you to order one week before hand and it will take 4 working days before your prescription will be ready. If you need your prescription sooner, we can give you a signed prescription to collect your medication from any pharmacy.

### Why can't my prescription from the hospital or dentist be issued on the same day?

We're unable to process and issue prescriptions on the same day when they are provided urgently by a hospital or dentist. If you need your medication straight away, we recommend visiting a local pharmacy, where they may be able to dispense it immediately

## Adventures of our Amazing Staff

Our amazing Hannah took on an incredible challenge in January, running 38 miles in 31 days. She raised a fantastic **£1,249** for the Motor Neurone Disease Association (MNDA).

A huge thank you to everyone who supported her along the way - your encouragement and generosity made a real difference.

Hannah was also one of the top fundraisers for this challenge, which is an outstanding achievement.



## Opening Hours

Monday: **0800 to 1915**

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

Wednesday: **0730 to 1830**

Closed: **Saturday and Sunday**

The Cropredy Surgery 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>