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# SURGERY MATTERS

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## News from the Surgery

Welcome back everyone,

We have been busier than ever recently with an increase in our patient numbers and a huge surge in patient demand.

Many changes to report:

Dr Barry Tucker retired (officially) on the 4th October although was on leave before that. Our patients were incredibly generous with their donations for his retirement presents (mainly garden and record vouchers).

We were incredibly lucky to secure two new partners who have managed to pick up the reins very successfully. Both come from out of county which means everything is very different for them.

Dr Catriona Reid - Tuesday, Wednesday, Friday.  
Dr Tom Holyoake - Monday, Wednesday, Thursday.

Dr Galt and Dr Cameron remain with us (Monday, Tuesday and Thursday and Tuesday, Wednesday AM respectively).

Dr Cox has been very busy giving birth to her second child, a boy and will be taking one year off on maternity leave.

We have a new Practice Nurse - Tracey Arnett, who came to us first as a Locum and we managed to persuade her to stay. Tracey works Wednesday, Thursday and Fridays.

## Christmas Closure

The Surgery will be closed on:

Monday 27th and  
Tuesday 28th  
December

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

**DON'T FORGET TO ORGANISE YOUR REPEAT MEDICATION IN TIME FOR CHRISTMAS**

## Your Data Matters to the NHS

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

For more information ask reception for a leaflet or go to:

**https://www.nhs.uk/your-nhs-data-matters/**

**Don't forget to read the Cropreddy Surgery Blog on our Facebook page (also on our website)**

## FOCUS on CANCER

Cropreddy Surgery is committed to decreasing preventable cancers in our patients. We text all our patients that are coming of age for cervical, breast and bowel screening. Please book these free screening services when they are offered.

### IMMUNISATION UPDATE

We contact patients by text who are eligible for Pneumococcal vaccine and Shingles vaccine.

#### FLU

Our final flu clinic is on Saturday 4th December. Make sure you get your name down on the appointment list if you qualify for the vaccination.

### SURGERY CLOSURE FOR STAFF TRAINING/MEETINGS 2021

We have regular staff and clinical meetings at lunchtime between 1pm-2pm.

On other days, we turn off our phones between 1-1:30pm to allow the reception staff to handover.

**For urgent medical problems that cannot wait until we re-open, please telephone the NHS Out-Of-Hours service on 111.**

### PATIENTS' PARTICIPATION GROUP (PPG)

We always welcome feedback, especially constructive ideas as to how we can maintain our service to you. **The PPG is always looking for new members.** We are particularly looking to recruit some younger members and parents of young children, so that we can fully represent the patient population. The PPG are now reconvening and meet with the Practice Manager and a GP Partner once a quarter & this provides a vital link between the Practice & the patients. If you are interested in joining, please email: [cropreddy.surgery@nhs.net](mailto:cropreddy.surgery@nhs.net) or leave your details at reception.

### A Plea for Kindness

We have faced unprecedented demand recently. Unfortunately this has coincided with an increase in rudeness and aggression towards our staff. We always try to do our best for our patients but sadly we have had to introduce a zero tolerance notice, which is unheard of in this surgery.

We are all working as hard as we can - we also have to deal with staff shortages due to self-isolation plus the very real threat of infection and trying to keep both the patients and staff Covid free.

Our staff have a right to carry out their work without abuse or fear. We are able to remove patients from our register who do not recognise this.

Please don't forget to update the surgery if you change your home or mobile number or if you move home.

It is essential that we can contact you in an emergency and that we can pass on the correct details to the hospital if you are referred to a consultant.

Did you know: If you are referred to MSK this is via a third party company called Healthshare. We have to use this company for all MSK Referrals and they will triage the referral.

**FAX MACHINE: Please note that the fax machine is no longer in use as these are being phased out within the NHS.**