

CRADLEY SURGERY
NEWSLETTER

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Online Services

Just a reminder to patients to please take full advantage of our online services, you can contact the surgery or book appointments when it is convenient for you, without having to wait on the phone!

Please use the NHS app to book blood tests (and health check blood tests) online.

You can also use the NHS app to order repeat prescriptions and to cancel an upcoming appointment.

Please remember that the Cradley Surgery staff can not help with issues regarding the NHS App. You will need to contact the NHS app team directly, via the app or the NHS website, we do not have any access or control of the App.

We would like to remind patients to use our Online Consultation tool, which is available on our website. This is a great help to our doctors as you, the patient, can provide as much information as you wish (in your own words) as well as freeing up our phone lines for urgent enquiries.

You can use online consultations to request a fit note, ask for (or enquire about) test results, admin queries, as well as any new or ongoing medical symptoms you have. There is also an option where you can attach photos and describe your symptoms which will go straight to the relevant or requested clinician.

From all the team here at Cradley Surgery, we'd like to wish all our patients a happy (and healthy!) Easter.



Spotlight On...

Enhanced Access

For many patients, finding a time to see a GP can be tricky.

Traditional GP surgery opening hours may not fit with your other responsibilities at home or at work. Taurus Healthcare's Enhanced Access Service (operating on behalf of Herefordshire General Practice) aims to address this issue by offering evening and weekend appointments at a number of hubs across Herefordshire when GP surgeries are closed.

How do I access the Enhanced Access service?

Please note this is not a walk-in service. You must book an appointment to see a GP at one of the hubs. To access this service, you must be registered with a Herefordshire GP practice. To book an appointment simply call your registered GP practice during opening hours. If your practice is closed phone NHS 111.

Who will I see?

The Enhanced Access Service is run by a rota of GP's, drawn from Herefordshire practices.

Will the GP's be able to see my records?

Yes when you see a GP at one of the hubs they will be able to access your patient records. This is because they have a data sharing agreement with all practices which enables the enhanced access team to access your records. This is important so they can gain an understating of your medical history and pre-existing conditions.

How do I cancel an appointment?

If you can't make your appointment please cancel by phoning your practice. If your practice is closed please phone 07876 473 629

Enhanced Access

On **Monday evenings** we run an enhanced access service for pre-bookable face to face appointments.

These are released 2 weeks in advance and are from 6:30 pm to 8 pm.

These appointments are **here at the surgery, with our GP's**. These sessions are for non-urgent appointments only.

There are also other Enhanced Access appointments available on other days/ evenings at other surgeries.

Please visit [Out of hours appointments in Herefordshire \(herefordshiregeneralpractice.co.uk\)](https://www.herefordshiregeneralpractice.co.uk), or see below, for more information.

Cradley Surgery, WR13 5LT: Mondays 6.30 to 8 pm.

Kingstone Surgery, HR2 9HN Alternate Thursday Evenings (with Much Birch Surgery) 6 to 9 pm. One Saturday each month: 9 am to 5 pm

Much Birch Surgery, HR2 8HT: Alternate Thursday Evenings (with Kingstone Surgery) 6 to 9 pm. One Saturday each month.

Ledbury Health Partnership, HR8 2AQ: Alternate Wednesdays with Nunwell Surgery) 6 to 9 pm. Saturdays 9 am to 5 pm. Alternate Sundays (with Nunwell Surgery and some Bank Holidays) 9 to 1 pm.

Nunwell Surgery, HR7 4BZ: Alternate Wednesdays with Ledbury Health Partnership 6 to 9 pm) Saturdays 9 to 5 pm. Alternate Sundays with LHP and some Bank Holidays) 9 am to 1 pm

Station Medical Centre, HR1 1BB: Weekday evenings 6 to 9 pm. Saturdays 9 am to 5 pm. Sunday and Bank holidays 9 am to 1 pm.

Ross Community Hospital, HR9 5AD: Tuesdays 6 to 9pm. 2 Saturdays each month 9 am to 5pm. Sundays 9 am to 1 pm.

Weobley Surgery, HR4 8SN: Monday evenings (including Bank Holidays) 6 to 9 pm.