

CRADLEY SURGERY
NEWSLETTER

Dr Peter Clegg
Dr Chris Spruce

DECEMBER 2023



Ordering Medications in time for Christmas

We would like to remind our patients that we are open as usual to dispense medication between Christmas and the New Year and are only closed for 25th and 26th December 2023 and 1st January 2024. However, it is, inevitably, a very busy time for us and we would like to advise you to order your medication in good time. There is no need to order excess medication ahead and it creates a heavy workload for us in December.

Due to the extra time required to source medication shortages, except for urgent illness, all medication requests now take THREE working days. It is good practice, and helps us, if you use the monthly ordering system in advance. Please ask at dispensary if you need information about this.

Delivery Service

Our delivery driver will be making medication deliveries on 21st and 28th of December. These are scheduled, but due to unforeseen circumstances may change!

The dispensary team advise it is good practice for **all** patients to have 5 days medication in hand to allow for any unforeseen circumstances.

Out of Hours.

Our practice is part of the Herefordshire GP Federation- Taurus Healthcare.

Together, the practices of Herefordshire and Tenbury work to provide 24/7 access to General Practice. This is offered routinely via the practice or Improved Access Hubs and urgently via 111. We all use the same computer system, so with your permission, it means the professional you speak with can see your whole record and understand your history.

Taurus Healthcare operates six Improved Access Hubs on behalf of Herefordshire General Practice.

- South Wye Medical Centre (Hereford)
- The Marches (Leominster)
- Pendeen Surgery (Ross-on-Wye)
- Kington Medical Practice
- Ledbury Health Partnership
- Nunwell Surgery (Bromyard)

Opening times may vary, but you can find full details

here: <https://www.herefordshiregeneralpractice.co.uk/for-patients/7-day-improved-access>.

Please note these are not walk-in centres and you will need to make an appointment. To do so, please ask our reception team for a "Taurus extended hours appointment". If you need urgent help when surgeries are closed, **NHS 111** can provide access to the local team.

New Year Resolutions

Christmas and the New Year are fast approaching and many of us will be thinking about turning over a new leaf in the coming year with losing weight or stop smoking being issues many of us will be determined to tackle. Even if you have tried before – try again!

We are here to help you. If you wish to stop smoking please make an appointment to see one of the doctors. To help us help you, come with information about why you have failed in the past and how you wish to overcome this and also decide on a date you wish to stop.

Contact Information

Please supply us with up to date contact details, particularly E-mail addresses and mobile phone numbers. We are increasingly using these to send out reminders and information about the surgery.

Writing letters is expensive and time consuming for us and not good for the planet!

Enhanced Access (EA) Appointments

A reminder to patients that on Monday evenings, we have some later appointments available. These are routine appointments, released 2 weeks in advance, which are held here at the Surgery with either Dr Spruce or Dr Clegg. These appointments are from 18:30 pm- 19:45pm and are **available only on Mondays.**

To book, simply ask a member of our reception team for an EA or evening appointment. (These are not available for urgent, on the day issues.)

**We would like to wish all our patients a very Merry Christmas and a happy and healthy 2024!
From the Cradley Surgery Team.**

