

VOL. 2 ISSUE 1 · AUG 2024

CRADLEY SURGERY

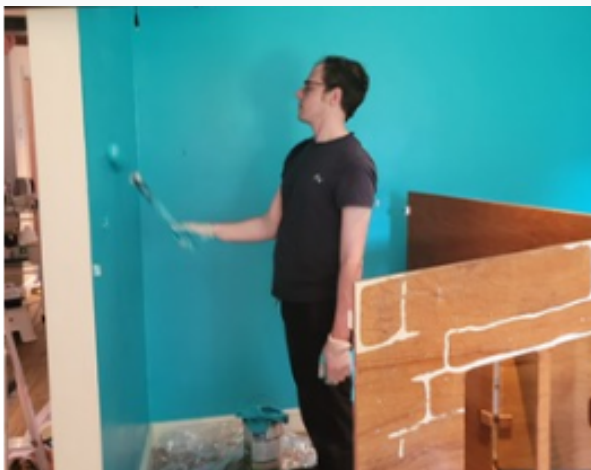
Official Newsletter

Dr P Clegg & Dr C Spruce

Paint Day Before and After Pictures

A special mention to our PPG (Patient Participation Group) who volunteered (on a Saturday!) to help us paint the Surgery.

A huge thank you to Ann, Cherine, Crispin, Jill, Lee and Kim for all your hard work, the Surgery looks fabulous and we have already had lots of compliments from staff and patients. As well a big thank you to Kirsten, Dr Spruce and Dr Clegg, the dream team!



Hay Fever

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy.

This is when the pollen count is at its highest. While there is no cure, symptoms can often be alleviated by taking over-the-counter hay fever tablets and nasal sprays

Over-the-counter hay fever tablets can be used as an 'as-required' treatment, taken when you start to develop the symptoms of hay fever.

They can also be used as a preventative measure, such as on days when you know there is a high pollen count and you are likely to experience symptoms.

Results

Patients sometimes ask us why we can't phone with test results. It is our clinical responsibility to act on any result that requires medical intervention or further treatment (and we will do this), but we would need a full time team of office staff to phone patients with results and this is not possible.

Any result ordered from the hospital goes to them not us, and it is their responsibility to act if required. Very occasionally they send us a copy but we don't have time to chase these.

To obtain the results of tests and investigations, please telephone personally after 12 pm or if it is not urgent, you can send us an online consult specifying what results you require.

Please note we are unable to give results to a third party without the consent of the patient. Some results require clarification and you may be asked to telephone again to speak to the doctor or make an appointment.



SPOTLIGHT ON:

Online Consultations

As many patients are aware, we offer an online consultation tool for patients to contact the surgery without having to wait on the phone!

Please be aware that it may take 3 working days for the surgery to get back to you, so do not use online consultations to contact us for anything urgent.

We no longer accept E-mails from patients. Our E-mail address is for healthcare professionals only and your request will not be actioned.

Online consults are a far safer way for patients to communicate to the practice and your request will go straight to a clinician.

Please include as much information as possible and ensure your contact details are up to date. It really is as easy and quick to use as sending an E-mail so please do try it out!

See our website for more information or speak with a member of the reception team. You can still contact the practice by phone or in person, this is just another option which many patients have found more convenient and saves them time.