

CRADLEY SURGERY

Official Newsletter

Dr P Clegg & Dr C Spruce

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 2024 and 1st January 2025. 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 his last medication delivery before Christmas on the 19th of December and will re-start delivering on the 2nd January 2025. 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.

EA appointments

A reminder to patients that for one Saturday in every month we offer routine doctors appointments at Cradley Surgery! Please visit our website and Facebook page monthly for information on when they are held.

Also 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 urgent appointments.



Cradley Surgery

DR C SPRUCE & DR P CLEGG

Online Consultations

A polite reminder to our patients who use our online consultation tool. These are actioned within 3 working days. Please do not use an online consult for anything **urgent**.

If you have a request for medications that are required WITHIN 7 days, online consultations are not an appropriate communication tool.

Please allow 7 days for medication requests to be actioned via this method.

The GP will read or respond to an online consult within 3 working days but it may take our dispensary an additional few days to be able to dispense it.

We would like to wish all our patients a very Merry Christmas and a happy and healthy 2025!

From the Cradley Surgery Team.



SPOTLIGHT ON:

New Year's 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.