

CRADLEY SURGERY
NEWSLETTER

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Reducing DNA (Did not attend) appointments

In the past month alone, we have had 59 patients who did not attend their booked appointments. These equates to just over 8 hours of Clinician's time which could have been allocated to other patients.

Please could we request that if you cannot make your appointment, for whatever reason, to call the Surgery and let us know. That way the appointment will not be wasted and we can reallocate to others who need it. You can also cancel an appointment via the NHS App. Please do not, however, use our online consultation tool to try and cancel an appointment as the Surgery responds to online consultations within 3 working days and may not see or action it immediately.

It concerns us when patients aren't showing up to obtain the healthcare they need. As well as wasting (precious) NHS resources at a time where the need and pressure is at a high in all sectors.

Thank you.

Surgery Painting Day

A huge thank you to our PPG (Patient Participation Group) who volunteered on a Saturday to help us paint the Surgery.

The Surgery was in desperate need of a "freshen up" and it is certainly looking and feeling much better.

Friends and Family responses

We always welcome patient feedback and have received a great uptake over the past year in regards to our friends and family test! Thank you for the patients who have taken the time to fill these in following an appointment. (We have paper copies in the waiting room, QR codes are available throughout the surgery as well as the form being on our website)

Can we remind patients that this feedback is anonymous and because of this, if anyone has comments or specific issues that they feel need a response or any action from surgery staff, please contact us directly so we can address and rectify it!

Many thanks for your continued support 😊

Spotlight On... The NHS App

The NHS App is a great tool and a convenient way for patients to access many NHS services such as, ordering repeat prescriptions, cancelling appointments, contacting the surgery and checking recent results. Please see below a couple of messages about the NHS App for our patients.

A polite reminder to all our patients regarding the NHS App.

Staff at the surgery are not here for technical support, if you are having any issues with the NHS App, there are multiple help guides available online. On the NHS App there is as a help button which is also available.

The Surgery does not control or have access to the NHS App.

If you are struggling or have any questions please visit [NHS App help and support - NHS \(www.nhs.uk\)](http://www.nhs.uk).

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.

Please also note, in certain circumstances, (and in very few cases) it may be that information will not be visible to you via the NHS App, this could be for many reasons and is often due to technical issues when different software cannot “talk” to each other safely, in such cases the doctors wish to review all of this information first before it’s released.

Thank you 😊

Samples

We have had a few patients ask recently if we can provide sample pots for them when they are requested to bring a urine sample to the Surgery.

We only have a limited amount of sample pots and can only provide one per patient, alternatively patients can bring their samples in any secure, clean, screw top container.

Also a reminder that any urine samples must be **dropped off before 11 am to be tested on the same day**. Samples dropped off after this time will be tested the following day.

If a sample is brought in after 11 am on a Friday, and clinicians are unaware there is a sample waiting, these samples may not be processed until the Monday or you may be asked to bring in a new sample the following week.

Are you pregnant?

If you’re a patient at Cradley Surgery and you are pregnant, Nurse Jennifer would like to remind you that it is important to call the surgery and book yourself in for Pertussis (whooping cough) vaccine between 16 to 32 weeks in pregnancy. The aim is to protect infants by boosting immunity in pregnant women.

Your midwife should also remind you of this.

Many thanks!