

# CRADLEY SURGERY

Official Newsletter

Dr P Clegg & Dr C Spruce

## Covid and Flu- Autumn Booster Clinics

Our Saturday Covid and Flu clinics were very well attended and we have vaccinated nearly 800 people.

Once again we would like to thank those friends, neighbours and relatives who brought patients to the surgery to receive their vaccinations at the clinics.

Also a big thank you to the Cradley Clinicians and Admin team who worked the Saturday clinics to provide care to our patients.



## Newsletters

Please note our newsletters are written over a month in advance and given to editors and therefore some information can be subject to change. (The NHS changes constantly!)

## Facebook!

Cradley Surgery is on Facebook!

Whilst we are embracing the change we would like to make it clear that the Facebook page will only be used to communicate information to our patients.

If you need to contact the Surgery or Dispensary, please do so in the usual ways of; calling us on 01886 880 207 during our opening hours, or sending us an online consultation for anything non urgent relating to medical or admin queries.

Please like, share and support our page to ensure we reach as many patients from the Surgery as possible, also if you get a few minutes, please leave us a review reflecting a recent experience with us



**Cradley Surgery**

DR C SPRUCE & DR P CLEGG

## Dispensary:

Apologies for mentioning the “C word”, just a reminder to please not order extra medication over Christmas.

We are open to pick up routine monthly orders every day except the bank holidays and asking for it early puts huge pressure on our dispensing staff. Please don't panic. We are open between Christmas and New Year and after New Year and you won't run out!

Thank you for your help with this.

The Dispensary opening times are stated below:

**Monday**  
09:00-13:00  
15:30- 18:00  
**Tuesday**  
09:00-13:00  
15:30-18:00  
**Wednesday**  
09:00-13:00  
15:30-18:00  
**Thursday**  
15:30-18:00  
**Friday**  
09:00-13:00  
15:30-18:00

**Saturday**  
Closed  
**Sunday**  
Closed

## SPOTLIGHT ON:

### Friends & Family Tests

We love hearing patient feedback and find it's a really useful tool for staff to hear about personal experiences with us, which are overall, very positive

We would like to remind patients that these feedback forms are anonymous, we understand that we may not always get everything right and by telling us about the problem they have encountered, we will be able to improve our services and patient experience.

If patients have any concerns or issues following their appointment we would much prefer to hear from the person directly to allow us to review the issue and ensure staff can learn from the situation.