

CRADLEY SURGERY

Official Newsletter

Dr P Clegg & Dr C Spruce

NATIONAL GP SURVEY RESULTS

For the fourth year in a row Cradley Surgery have been scored very highly as GP surgeries across Herefordshire were rated, by patients, in the annual NHS survey.

Well done to the entire team at Cradley Surgery!
Proving once again to be the dream team.
Thank you to all of our patients for your humour, patience and gratitude even when things are trying and you are worried.

From the proud and happy team at Cradley Surgery.



99% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 90% | National result: 87%



98% find the reception and administrative team at this GP practice helpful

ICS result: 87% | National result: 83%



95% describe their overall experience of this GP practice as good

ICS result: 79% | National result: 74%

Staff News

SADLY we are having to say a fond farewell to our lovely receptionist Mel.

As many of you may know, Mel welcomed a beautiful baby girl last year and has chosen to focus on being a full time Mummy.

We wish Mel and her family all the best for the future. She will be greatly missed!

REMINDER

Fit notes can be requested using online consults from our website without a GP appointment.

If the GP needs a consultation, we will contact you.

Upcoming Covid and Flu Clinics

October 2024

Planning is underway for the coming roll out of this year's covid and flu vaccination programme.

Reminder letters have not been sent out for some years now, but uptake for our patients is very good for this important health prevention measure.

If you are eligible, please call us 2-3 weeks before and look out for posters around the surgery, notices on the hedge and more information on the website.

We are considering sending out self-book links but we are reviewing the cost effectiveness of this approach as the price of sending texts has increased and they are not always utilised.

Our clinic dates are Saturday 5th October and Saturday 12th October which will be held here at the Surgery. These are not walk in clinics, you need to have an appointment booked to attend. These dates are reliant on suppliers and us receiving stock from the NHS so may be subject to change.

These are our only planned dates.

Cancellations

Please always let us know if you don't wish to take up your appointment. Even if it is at the last minute, we can always fill it. We understand that you may now feel better or something else has cropped up and we are happy to rearrange... But please tell us!

You can cancel by calling 01886 880 207 or by logging in to the NHS app. Please click the relevant button to cancel your appointment.

Please note that we do record all incidences of not turning up. We do reserve the right to ask you to leave the practice list if you won't help us to help you by keeping to your appointments - as missed appointments cost the NHS money and make it harder for the rest of our local community to access appointments with us.

SPOTLIGHT ON:

Self- Referrals

For lots of healthcare services in Herefordshire and Worcestershire you can refer yourself instead of going through your GP. By contacting the provider yourself, you don't have to wait for a GP appointment and you can go straight to the service you need.

If you have a hearing problem you can selfrefer via [Audiology \(hearing loss\) Herefordshire and Worcestershire Integrated Care System \(hwics.org.uk\)](#)

For Urgent Eye Problems (Red eyes, flashes or floaters etc) you can contact an optometrist directly. Visit [primaryeyecare.co.uk](#) for a list of participating practices.

For gum and teeth problems, please book in with your dentist for advice first.



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