

VOL. 2 ISSUE 9. FEB 2025

# CRADLEY SURGERY

Official Newsletter

Dr P Clegg & Dr C Spruce

## Thank you!

“We would like to send out a huge thank you to patients who very generously gave our staff, Christmas cards and Christmas Gifts. It was very kind of you and they were all much appreciated! We wish you all a healthy and happy New Year.”

From all the team at Cradley Surgery.

## Winter Pressures

We would also like to thank patients for their patience and understanding over the last couple of months, as we, (amongst all healthcare services) have had a huge increase in demand for appointments and medications. We have tried our best to accommodate all needs and hopefully we can look forward to a (slightly) calmer 2025.

In true Cradley style we have “Kept calm and carried on” and we appreciate your support as always.

## Friends of Cradley Surgery PPG

We are really excited about lots of new ideas and ways for the Friends to become more involved in Cradley Surgery.

Thank you to our new and current committee members! If you're interested in becoming a member of our PPG, please write to Kirsten Jonathan (Chair of the PPG and practice manager) and address the letter to the Surgery with your contact details (an E-mail address is preferable as our meetings will be mostly virtual) or fill in an online consult stating you'd like to join!

We're always on the lookout for new members, watch this space for further information about upcoming meetings.



**Cradley Surgery**

DR C SPRUCE & DR P CLEGG

## Arriving on time for appointments

A polite reminder to our patients:

If for any reason you are going to be late for an appointment, please ring and let us know and we can inform the clinician that you are seeing. If you do not inform us, you will automatically be marked as "did not attend" and you will have to re-book. You will be seen if you arrive within 5 minutes of your allotted time. After this, you will have missed your allocated appointment and will be asked to re-book.

We can ask the clinicians if they can still see you, however when a patient is late to an appointment, this pushes back everyone else's appointments or means that you will not get the adequate time required for your appointment.

It is up to the clinician if they think you still have time for a suitable appointment or if they would like you to rearrange.

Please try to arrive on time. If the check in screen is not working please alert a member of staff as soon as possible, technology does fail us from time to time.

## SPOTLIGHT ON:

### Urgent Appointments

Urgent appointments are done via a triage system, our reception team will take a history, ask for symptoms etc. to get patients the appropriate clinician, it is likely to be a telephone call initially. We offer URGENT on the day appointments with the designated Duty Doctor.

Phone us on 01886 880 207, Monday to Friday from 8am to 6.30pm.

When you call us, we will use the information that you provide to the receptionist to help direct you to the most appropriate health professional that can help you.

Please do not use our online consultations for urgent requests.

Our online consults are responded to within 3 working days, this is why it is not suitable for urgent matters.