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CRADLEY SURGERY

Official Newsletter

Dr P Clegg & Dr C Spruce

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.

Friends & 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!



Results

Patients sometimes ask us why we can't phone with test results. It is our clinical responsibility to act on any result that requires medical intervention or further treatment (and we will do this), but we would need a full time team of office staff to phone patients with results and this is not possible. Any result ordered from the hospital goes to them not us, and it is their responsibility to act if required. Very occasionally they send us a copy but we don't have time to chase these. To obtain the results of tests and investigations, please telephone personally after 2.00pm. Please note we are unable to give results to a third party without the consent of the patient. Some results require clarification and you may be asked to telephone again to speak to the doctor or make an appointment.

A polite message from our Dispensary team and GP's

We wish to make patients aware the paper prescriptions brought to dispensary from other providers will require up to 3 working days for processing.

Please do not put pressure on the Dispensary team to process these scripts more quickly. Such prescriptions require additional processing including input from a GP. This is beyond control of the Dispensary team. We thank you in advance for your understanding.

Dr Spruce & Dr Clegg

SPOTLIGHT ON:

Tips for coping in hot weather

- Look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions and those who live alone are particularly at risk

- Stay cool indoors – many of us will need to stay safe at home this summer so know how to keep your home cool

- Close curtains on rooms that face the sun to keep indoor spaces cooler

- Drink plenty of fluids and avoid excess alcohol

- Never leave anyone in a closed, parked vehicle, especially infants, young children or animals

- Try to keep out of the sun between 11am to 3pm

- Walk in the shade, apply sunscreen regularly and wear a wide brimmed hat, if you have to go out in the heat

- Avoid exercising in the hottest parts of the day

- Make sure you take water with you, if you are travelling