

# CRICK MEDICAL PRACTICE

Caring for the Community

16 Watford Road, Crick, Northamptonshire, NN6 7TT  
Tel no. 01788 822203 Email us: [northantsicb.crickmedicalpractice@nhs.net](mailto:northantsicb.crickmedicalpractice@nhs.net)

## Summer 2024 Newsletter

### Blood Tests

Under the new GP contract, GP surgeries are no longer obliged to provide a phlebotomy service (blood taking).

**We wish to inform you that this practice has chosen to continue providing this service for our patients.**

You may have to wait a couple of weeks for a routine blood test appointment but please be assured that anyone needing an urgent blood test will always be accommodated

However, due to increasing demands on general practice, we are no longer able to offer blood test appointments for blood tests requested by the hospital. Please arrange these via the hospital.



### Repeat Prescriptions

Please remember the dispensary phone line is open between 2-3pm daily. Please do not call regarding prescriptions outside of these times as we will be unable to help with your query.

Please allow 5 working days for your repeat prescriptions.



### Micro suction

Please be aware that we currently have a 2 - 3 month waiting list for ear micro suction appointments.

Alternatively, you can look online for private clinics that offer the service if you feel you cannot wait this long.



### Home Blood Pressure Monitoring

The practice has a supply of blood pressure monitors that patients can borrow. If a clinician asks you to take some readings and you do not have your own BP machine, please contact our admin team who will be happy to arrange for you to borrow one. Alternatively, they are available to buy online, the ones we recommend are the NHS Approved A&D UA-611.

If you borrow one of our machines, please ensure it is returned to us as soon as you have finished with it, so it can be given to the next patient. Many Thanks.

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## Hospital Appointments

We do not have access to hospital appointment booking systems or waiting lists. If you have a query about your hospital appointment or want to know how long you will wait for an appointment please contact the hospital directly.

## Climate Change

We are working towards becoming a green GP practice. We will keep you updated with any changes and improvements we make.

## Friends and Family Test

We were recently delighted to be awarded the iWantGreatCare Certificate of Excellence 2024

Only the most highly recommended clinicians and providers across the country receive this endorsement in recognition of outstanding care and patient reviews.



You can read all our reviews, and add your own review by visiting:

[www.iwantgreatcare.org/gpsurgeries/crick-medical-practice](http://www.iwantgreatcare.org/gpsurgeries/crick-medical-practice)



What is Anima? – Anima is a communication platform that allows you to seek care from your GP. When you have an issue that you want to contact your GP about, you can use Anima to submit your request online.

You can submit any medical or admin request such as sick notes through Anima, which means no more waiting in the phone queue!

Anima is a great way for patients to get what they need from their GP practice quickly, without always having to visit or call the practice, meaning it is perfect for patients who struggle to get here.

Anima is approved by the NHS and only collects data that is needed in order to help with your healthcare.

Anima is absolutely free for patients to use: all you need is access to a smartphone (or computer), an email address and mobile phone number.

It is easy to register for anima, and once you have set up your account it gives you access to your own personal dashboard where you can track all your requests and messages from your practice. Once you've created your account you can start submitting requests straight away. Requests are sent to your practice for review and you will receive regular notifications letting you know when your practice has responded.

To sign up for Anima please go to our website and select the option "Consult with your doctor online"

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## Patient Participation Group (PPG)

If you are a registered patient at the practice and would you like to have your say regarding the services provided at Crick Medical Practice, please consider joining our Patient Participation Group (PPG).

Our PPG is a group of volunteers who come together every 3 months to hear about any recent changes to the services we offer and to discuss ideas and suggestions on possible improvements.

The group helps to promote the practice and its services in a positive, constructive and effective manner and assist with practice campaigns and events.

If you would like more information or you would like to join our PPG please speak to a member of the practice team or email us at [Northantsicb.crickmedicalpractice@nhs.net](mailto:northantsicb.crickmedicalpractice@nhs.net) quoting PPG in the subject line and we will forward your email to the group.

Thank you for your continued support in helping us to improve the

## Protected Learning Time (PLT)

Please be aware that the surgery will be closing on one Wednesday afternoon of each month for mandatory staff training. This opportunity enables us to keep up to date with the latest topics and enhance staff knowledge.

We will be closed from 12.30pm-6.30pm.

During this time if you need to see a Doctor urgently you can call 111.

Dates for 2024 are:

10<sup>th</sup> July

21<sup>st</sup> August

11<sup>th</sup> September

9<sup>th</sup> October

13<sup>th</sup> November

4<sup>th</sup> December

*Please note that these dates are subject to change.*

## Zero Tolerance

At Crick Medical Practice we treat our patients with courtesy and respect and ask the same in return.

We have a zero tolerance policy towards any behaviour, verbal or physical, which causes staff to feel uncomfortable, embarrassed or threatened either within the surgery or on the telephone.

Repeated offenders may be removed from our list and asked to register elsewhere



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## Surgery Opening Hours

### **Monday**

8.00 am – 8.00pm

(6.30pm – 8.00pm for booked appointments only)

### **Tuesday**

8.00 am - 6.30pm

### **Wednesday**

8.00am – 8.00pm

(6.30pm – 8.00pm for booked appointments only)

### **Thursday**

8.00 am - 6.30pm

### **Friday**

8.00 am - 6.30pm

**We are closed on Saturday, Sundays and all Bank Holidays**

**IF THE SURGERY IS CLOSED AND YOU NEED MEDICATION OR TO SEE A DCOTOR URGENTLY  
PLEASE CONTACT NHS 111 OR A COMMUNITY PHARMACY.**

## GP Enhanced Access

Until recently, all GP practices had to provide some additional appointments every week before or after normal opening times for their own patients; this was known as extended hours. In addition, Clinical Commissioning Groups (now renamed as Integrated Care Boards or ICB) had to make sure that patients could access appointments with primary care clinicians and staff in convenient locations outside of the core hours, this was known as extended access. From 1st October 2022 these two services (extended hours and extended access) came together to form one service that is known as Enhanced Access.

Northamptonshire Rural Primary Care Network, consisting of 5 practices, namely Crick Medical Practice, Saxon Spires Practice, The Long Buckby Practice, Greens Norton and Weedon Medical Practice and Byfield Medical Centre have come together to provide a shared GP Enhanced Access Service. The service offers additional appointments each week in the evenings until 8pm, at weekends and on Bank Holidays, making it easier for patients to access primary care services at a time that suits them. Appointments should be booked through your usual GP practice and could be at any one of the above practices or with our partner provider Livi, who offer a remote consulting service for eligible patients above the age of 1. Their clinicians can perform both telephone and video consultations.

### **Appointments are available as follows:**

**Monday evening:** Crick Medical Practice & remote appointments with Livi

**Tuesday evening:** Saxon Spires Practice & Greens Norton & Weedon Medical Practice. Byfield Medical Centre one Tuesday each month

**Wednesday evening:** Crick Medical Practice

**Thursday evening:** Long Buckby Practice 3 in 4 & Byfield Medical Centre one Thursday each month

**Friday evening:** remote appointments with Livi

**Saturday morning:** alternating between Greens Norton & Weedon Medical Practice and Saxon Spires Practice

**Saturday afternoon:** remote appointments with Livi