

# CRICK MEDICAL PRACTICE

Caring for the Community

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



Have you tried our new online consultation platform, Anima?

What is Anima? – Anima is an NHS approved communication platform that allows you to seek care from your GP. Should you wish to contact us 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 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"

[www.crickmedicalpractice.co.uk/](http://www.crickmedicalpractice.co.uk/)



WE UNDERSTAND THAT NOT EVERYONE WILL WANT TO USE ANIMA

IF YOU DO NOT WISH TO USE ANIMA YOU MAY CONTACT US IN YOUR PREFERRED WAY



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## HRT Prescriptions

On 1 April 2023, the Department of Health and Social Care (DHSC) introduced a new Prescription Prepayment Certificate (PPC) to reduce the cost of hormone replacement therapy (HRT) for patients.

The certificate will be valid for 12 months and covers an unlimited number of listed HRT medicines for the cost of two single prescription charges. Patients could save money if they pay more than two HRT prescription charges within 12 months.

The HRT PPC will be available to buy in one single payment online at [www.nhsbsa.nhs.uk/hrt-ppc](http://www.nhsbsa.nhs.uk/hrt-ppc), or in-person at some pharmacies. Patients can call 0300 330 2089 for help and support.

Before buying an HRT PPC, a patient should check if:

- they're eligible for free NHS prescriptions using the eligibility checker: [www.nhsbsa.nhs.uk/check](http://www.nhsbsa.nhs.uk/check)
- their medicine is covered by the HRT PPC. For a list of eligible HRT medication, visit: [www.nhsbsa.nhs.uk/hrt-ppc-medicines](http://www.nhsbsa.nhs.uk/hrt-ppc-medicines)
- a 3 or 12 month PPC is more suitable. It covers all NHS prescriptions, not just HRT items. Visit: [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc)

## Friends and Family Test

Your feedback is very important to us.

Please visit our website to fill out a short online survey about the care you have received, or alternatively you can pick up a paper survey at the surgery

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



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## 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



## Research Studies

Thank you to all our patients who have agreed to take part in research at the surgery. We are currently involved in 7 different studies looking at a wide range of conditions and helping to shape new treatments and knowledge in these areas.



## 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 of ours. 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 as soon as you have finished with it, so it can be given to the next patient.

## Have you been referred for hospital Treatment?

My Planned Care is an NHS website that gives helpful information to patients waiting for clinical opinion, treatment or surgery. This site is updated weekly and can be viewed by anyone. This means you, your family or carer as well as your NHS team can see all the latest information.

If you are looking for an update please check this website before contacting your hospital or GP surgery.

[www.myplannedcare.nhs.uk](http://www.myplannedcare.nhs.uk)



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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 [crickmedicalpractice@nhs.net](mailto:crickmedicalpractice@nhs.net) quoting PPG in the subject line.

Thank you for your continued support in helping us to improve the services we provide.

## Protected Learning Time (PLT)

Please be aware that the surgery will be closed 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-18.30pm.

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

Dates for 2023 are:

17<sup>th</sup> May

21<sup>st</sup> June

19<sup>th</sup> July

16<sup>th</sup> August

20<sup>th</sup> September

18<sup>th</sup> October

15<sup>th</sup> November

13<sup>th</sup> December

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



## Armed Forces Community Hubs



### May 2023

Wednesday 3<sup>rd</sup> 12.00-13.30 at The Bridge, Northampton

Wednesday 10<sup>th</sup> 10.00-11.30 at Daventry Library

Thursday 18<sup>th</sup> 14.00-15.30 at Kettering Library

Friday 26<sup>th</sup> 10.00-12.00 at Brackley Library

### June 2023

Friday 2<sup>nd</sup> 14.30-16.00 at Towcester Library

Wednesday 7<sup>th</sup> 12.00-13.00 at The Bridge, Northampton

Friday 16<sup>th</sup> 09.30-11.00 at Corby Library

Monday 19<sup>th</sup> 14.00-15.30 at Daventry Library

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## Surgery Opening Hours

### **Monday**

8.00am – 8.00pm

(Medication collection until 7.30pm. Pre-booked appointments only from 6.30pm – 8.00pm)

### **Tuesday**

8.00am - 6.30pm

### **Wednesday**

8.00am – 8.00pm

(Medication collection until 7.30pm. Pre-booked appointments only from 6.30pm – 8.00pm)

### **Thursday**

8.00am - 6.30pm

### **Friday**

8.00am - 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 DOCTOR 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 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 8.00pm, 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. Livi 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