

CRICK MEDICAL PRACTICE

Caring for the Community

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

Summer 2025 Newsletter

★ We are One of the Top GP Surgeries in the East Midlands! ★

We are thrilled to share that our surgery has been ranked 4th in the entire East Midlands in the latest GP Patient Survey — and we are especially proud to be the only practice in Northamptonshire to appear in the Top 13, as reported by the Northants Telegraph! 🏆

🙏 A huge thank you to all our patients who completed the survey - your support and feedback mean so much to us. This recognition reflects our ongoing commitment to providing the highest standard of care to our community.

Dr Neil Menon

We have some important news to share with you.

After many years of dedicated service Dr Neil Menon will be retiring as a GP on 30th July 2025.

While this marks the end of an incredible chapter for our practice, it is also a moment to celebrate Dr Menon's outstanding contribution to patient care and our community.

Dr Menon has been an integral part of Crick Medical Practice, providing compassionate and expert care to countless patients. We know that many of you have built a strong bond with him over the years, and we deeply appreciate the trust you have placed in him.

Please join us in expressing our heartfelt gratitude to Dr Menon for his years of dedication and wishing him a wonderful and well-earned retirement!

Dr Matthew Bowden

We are delighted to inform you that Dr Matthew Bowden will be joining the practice from Monday 4th August. He will be working Mondays, Tuesdays and Wednesdays.

Dr Bowden has been a GP for 10 years and brings a wealth of knowledge and experience with him and we are all looking forward to welcoming him to our team!

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Repeat Prescriptions – Important Information

Prescription Enquiries:

The dispensary phone line is open **daily from 2:00pm to 3:00pm**.
Please **only call during this time** for prescription-related queries, as we will be unable to assist outside of these hours.

Prescription Collection:

The dispensary **collection window is closed from 2:00pm to 3:00pm** each day.
Please **do not attempt to collect prescriptions during this time**, as we will not be able to serve you.

Processing Time:

Please allow **5 working days** for your repeat prescriptions to be processed.

Thank you for your cooperation.

Training Practice

We are proud to be a teaching and training practice, dedicated to supporting the development of future healthcare professionals. Our practice offers training placements for both medical students and, later this year, with GP registrars.

Dr Pollard, our experienced GP, provides close supervision and mentorship to all trainees, ensuring they gain hands-on experience in delivering safe, high-quality care in a general practice setting.

You may be asked if a medical student can observe your consultation. This is an important part of their learning, but your comfort comes first — you are always free to decline.

From August your appointment may be with a GP registrar. GP registrars are fully qualified doctors undertaking specialist training in general practice. They work under the close supervision of a senior GP and regularly review cases to ensure the highest standard of care.

Thank you for supporting the future of healthcare.

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.



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NHS Health Checks

NHS health checks are a free check up of your overall health. It can tell you if you're at higher risk of getting certain health problems such as heart disease, diabetes, kidney disease and stroke.

Who can get an NHS Health Check? If you are aged 40-74 and do not have a pre-existing health condition, have not had a health check in the last five years, you are eligible for a Free NHS health check.

If you would like to book a Health Check please contact our reception team, or for more information please visit: [Free NHS health checks](#) | [West Northamptonshire Council](#)



Hayfever season- top tips!

1. Avoid Triggers:

- Keep windows closed during high pollen days, especially mid-morning and early evening.
 - Stay indoors on dry, windy days when pollen counts are higher.
 - Wear sunglasses outdoors to protect your eyes from pollen.

2. Keep Clean:

- Shower and change clothes after being outside to remove pollen.
 - Wash bedding regularly to reduce pollen buildup.

3. Medication:

- Over-the-counter antihistamines can relieve many symptoms.
 - Nasal sprays and eye drops may also be helpful.
- Speak to your pharmacist or GP about the best options for you.

4. When to See Your GP:

- If symptoms worsen or are severe and not controlled by over-the-counter treatments.
 - If you develop additional symptoms like sinus pain, fever, or wheezing.

Stay safe and comfortable this hayfever season! If you have any questions, please contact the surgery.

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Not everyone needs to see a GP

Many practices have adapted the way they work to better meet the needs of patients and continue providing safe, effective care.

When booking an appointment, our reception team may ask for a brief description of your issue. This helps us ensure you are seen by the most appropriate healthcare professional as quickly as possible.

Depending on your needs, you may be offered an appointment with another member of our healthcare team, such as a nurse, pharmacist, physiotherapist, social prescriber, or podiatrist.

Thank you for your understanding and support as we work to provide the best care for all our patients.



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 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

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

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:

2nd July

6th August

3rd September

11th October

5th November

3rd December

Please note that these dates are subject to change.



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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



Armed Forces Veteran
friendly accredited
GP practice



NIHR | National Institute
for Health Research