

News from your Patient Participation Group

Hello to all patients of Crossley Street Surgery. Although the PPG has been unable to meet these last few months due to the Coronavirus, we have kept in touch and our excellent Practice Manager, Anita Hampson, has sent us updates from the surgery.

On July 30th we held our first Zoom meeting at which we received the latest surgery news. As it is not possible for either the Practice or the PPG to have paper Newsletters in the surgery for patients to collect and read, we are hoping that as many patients as possible will access the alternative source of news on the surgery website. So, in addition to the Practice News, here are a few items from your Patient Participation Group....

Due to the Coronavirus there are changes at the surgery we all have to get used to and appreciate that these are necessary for the safety and good health of all patients and those tireless doctors, nurses and staff who work there. Our surgery is there to help you but please follow rules in place to help keep us all safe. Telephone appointments are the first step to take if you need medical help. If you do have a face to face appointment, please follow the instructions given to you and be prepared to see your doctor or nurse wearing appropriate PPE.

For those patients who have prescriptions made up at the Day Lewis pharmacy at the surgery, you can now receive a text message to advise that your prescription is ready to collect. To do this TEXT DLSMS to 60777 and you will receive a text back with a form to complete. We owe a big thank you to the pharmacy staff for their hard work over the past few months, in particular the delivery of prescriptions to so many households by kind volunteers.

Plans for how best to safely deliver the seasonal Flu Vaccines are underway so please look out for notifications if you are over 65 years old, are eligible due to underlying health conditions, and new for the first time this year, if you are over 50 years old.

Our Practice Manager, Anita Hampson, is retiring from the surgery with effect from 30th September 2020, to be replaced by Sarah-Jayne Humphries who is already working alongside Anita to ensure an effective hand-over. Losing Anita will be a great loss to the PPG as she has been a tremendous supporter of the patient group, giving us her knowledge, insight, inspiration, encouragement and her precious time. We shall certainly miss her but wish her well in her retirement and look forward to building a good working relationship with her successor Sarah-Jayne.

Finally a BIG THANK YOU to all the doctors, nurses and staff at our surgery who have kept open for us with appointments, prescriptions, home visits, emergencies, etc., during the difficult 'lockdown' period ensuring that the surgery is a safe place to be with all the additional planning and work that has been necessary, and is still necessary, so show our gratitude by continuing to be sensible, wash hands, wear face coverings and keep social distancing.