



Appointments

There are several ways you can make an appointment to see a GP. You can book online, come into the surgery, or book over the telephone.

If you need to make an appointment for the same day, for something that is urgent, our reception staff will do their best to accommodate you. If all our appointments are full, and you still feel you need to be seen that day, you can arrange to speak to the on-call GP on the phone. The on-call GP will then assess your needs and if you do need to be seen, will ask you to come down for an appointment at a certain time. Alternatively, the GP may be able to deal with your problem over the phone and, if necessary, leave a prescription for you to collect from the surgery.



Even if you are sure that the GP will want to see you rather than dealing with your problem over the phone, please allow reception to make you a telephone appointment first. It will be the GP's decision to give you a face-to-face appointment and decide what time to fit you into their surgery.

Care Navigators

Our reception staff will soon be undergoing training on active signposting; this will enable them to guide you in the right direction when it comes to your care.

When you call up for an appointment, reception staff may ask you for some further information, in order to ascertain what kind of appointment you may need. They're not simply being nosy!

All our reception staff have been trained on information governance, and any information you share with them will be kept confidential. By asking you a few questions about your health needs, our reception staff can ensure that you receive the help that you need, in the manner that is most appropriate.



GP Specialties

Dr Hall - Diabetes, dermatology, musculoskeletal / joint injections (knees, shoulders & elbows), & minor surgery

Dr Rickwood - Musculoskeletal / sports medicine & joint injections (all)

Dr Frith - Women's health, atrial fibrillation, & medicine / prescribing

Dr Salisbury - Mental health, dermatology, joint injections (shoulders, knees, tennis elbow & plantar fasciitis), & minor surgery

Dr Ade - Respiratory medicine, minor surgery, & palliative care

Dr Payne - Rheumatoid arthritis & joint injections (knee, shoulder, elbow, carpal tunnel, trigger finger/thumb, & hip (trochanteric bursitis))

Dr Kitchen - Contraception (implants) & memory / dementia

Dr Lawrence - Diabetes & women's health (coils & implants)

Dr Fraser - Women's health



SystemOnline

If you wish to, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly, and look at your medical record online. Please speak to a member of reception for more information. You will need to present a form of photo ID when you sign up.

Did you sign up for SystemOnline in the past? If you haven't used it for a while, or you have forgotten your password, speak to reception, and we can arrange to have your password reset.

Telephone Appointments

Did you know that you can book a telephone appointment with a GP? If you need to speak to a GP, but don't feel that you need to come down to the surgery for a face-to-face appointment, please ask reception to make you a telephone appointment instead. In a lot of cases the GP can issue a prescription for you to collect from the surgery as normal, or may offer you a face-to-face appointment on another day if necessary.



Do we have your current mobile number?

If we have your mobile number, we can send you appointment reminders by text message. This facility also allows you to cancel appointments by text, saving you time, and freeing up appointments for others.

Doctors can now send you your test results via text message as well, so please make sure that we have your current mobile number next time you're in the surgery.



Car Parking

As you may have experienced yourself, car parking at Crossley Street can be challenging. We only have a limited number of parking spaces, and this problem is often compounded by those taking up spaces when they are not visiting the surgery.

We appreciate that it can be frustrating when there are no free spaces, but please can we ask that you do not park on the yellow hatches, or on the double yellow lines along the side of the surgery. This can make it difficult for emergency services to access the surgery, and also puts your car at risk of being damaged.

The large car park across the road from the surgery offers free parking for up to 2 hours, so if our car park is full, please consider using this, thank you.

Staff News

You may have noticed a few new faces if you've visited the surgery recently. Here are some of our new staff members:

Dr Reynolds, GP

Sarah Hayes, Nurse

Gwen Procter, Health Care Assistant

Clare Leach, Receptionist

Judie McKelvie, Secretary

Amanda Bodenham, our Practice Nurse Manager, retired at the end of March, after 16 years in the practice. She will be missed, but we wish her all the best in her retirement.



Sharon Lax will now be taking over the role of Nurse Manager.

Patient Participation Group

Crossley Street Patient Participation Group (PPG) is a partnership between patients of Crossley Street Surgery and the doctors, medical workers and administrative staff who look after our wellbeing.



The aim of this group is to encourage a positive working relationship between patients and surgery staff. They act as a link between the practice and our patients to ensure best use of facilities, and the organisation of policies which reflects our patients' views.

The PPG have regular meetings held at the surgery. Would you like to attend the next PPG meeting? It will be held at Crossley Street Surgery on Thursday 1st June at 4pm. Anyone who is interested in joining the PPG is welcome to attend.

There will also be a **PPG Open Day** on **Thursday 6th July** at the surgery, where you can learn more about how the practice operates, get lifestyle advice, and see demonstrations for the Surgery POD and SystemOnline. Look out for further details of this open day in the surgery or on our website.

Prescription Reminder

Please remember that repeat prescriptions can take up to 2 working days—from when we receive them—to be processed. You may however order your prescription up to a week before its due date. This means that you have plenty of time to order and collect your prescription before you are due to run out.



Frequent requests for "urgent" on the day prescriptions slows things down for everyone, so please be considerate of your fellow patients and don't leave ordering your prescription to the last minute.

Surgery POD

Did you know that you can come and check your blood pressure at the surgery without making an appointment? We have a self-service POD, where you can check your blood pressure, weight, and answer questions about your health which will automatically be added to your record.

You will find the POD downstairs just beyond the waiting room on the left hand side. Instructions are provided, but if you need any assistance, reception staff will be happy to help.

