



## Welcome to the First edition of The Crookes Practice Newsletter 2016.

### Partners and GPs at the Practice

We have four GP partners, Dr David Stroud, Dr Heather Inniss, Dr Elizabeth Wolff and Dr Tom Bailey. Our business partner is Mrs Kate Carr. We have two salaried GPs, Dr Ellie Carr & Dr Melanie Howse, who was our GP Registrar, but joined us full time from the beginning of April.

### Contraceptive Provisions

Dr Heather Inniss is able to fit contraceptive implants at the practice. If you are interested in this form of contraception please contact the practice to make an appointment to discuss the procedure. We have a waiting list for this service.

Dr Elizabeth Wolff fits contraceptive coils, but patients need to make an appointment to discuss the procedure with her prior to having a coil fitted. We have a waiting list for this service.

### Nurses

**Nurse Practitioner—Anne Havard**—The nurse practitioner is able to prescribe medication for any acute problem for patients over the age of 1. Why not book an appointment with the nurse practitioner before asking for a GP appointment if your symptoms are acute i.e colds, flu, tonsillitis, ear infections, sickness and diarrhoea, asthma, UTI's, asthma and hay fever etc. The nurse practitioner is also able to refer patients as and when needed. Please note she is unable to see women who are currently pregnant.

**Practice Nurse—Julie France** -Chronic Disease Management/ Smears /women's health/ ear syringing/vaccines. Julie is available Wednesday evenings to improve access for working patients who need a later appointment.

**Pat Hockley—Health Care Assistant** -Blood Pressure/Blood tests/BMR/NHS Health Checks.

**Phlebotomist—Sue Bangert**—Sue is available Monday—Wednesday for blood tests only between 08.20—12.10.

### **ON-LINE SERVICES**

By registering with us for this service you will be able to book or cancel appointments on line, view your medical record and order repeat prescriptions at a time that is suitable for you. You will need to provide an email address for confirmation of registration by the service.



If you are already registered for on line services you will need to let us know if you want to view your record by completing a request form available on our website or from the surgery. , as this is an extra service that we have to activate for you. We will need to see identification such as a passport or driving licence to issue you with a password.

Please call in at the surgery to request your personal password, we cannot post these out, send them by email, give them over the telephone or give them to anyone else for security reasons.



## SATELITE HUBS



The opening of the practice for evenings and weekends started as a pilot for 9 months as part of a wider programme across the city to improve access to primary care. This service has now been extended for a least another year.

Crookes, along with two other practices in other parts of the city and a further site at the Northern General Hospital, are now open for extended hours in the evening and weekends for urgent, booked appointments.

The opening hours of each of the satellite hubs are 6.00 pm to 10.00 pm Monday to Friday and Saturday and Sunday 10.00 am to 6.00 pm. There is no direct access to this service, if you require a GP out of your usual surgery hours you will be assessed and referred to this service if you need to be seen urgently.



## SERVICES WE OFFER

We offer out patient a wide range of extra services. These include:

Chronic Disease Management  
Cervical Screening  
Pre-conception care  
NHS Health checks  
Counselling services  
Digital Surgery  
Physiotherapy  
Seasonal Flu clinics  
Midwife Clinics



For a full list and further details of all the services you can access here at the surgery visit our website at [www.thecrookespractice.co.uk](http://www.thecrookespractice.co.uk)

## FINALLY



The Practice was inspected by the CQC (Care Quality Commission) towards the end of last year. Below shows the ratings that we could have been given:

### *Inspection ratings*

- ★ **Outstanding** – the service is performing exceptionally well.
- **Good** – the service is performing well and meeting our expectations.
- **Requires improvement** – the service isn't performing as well as it should and we have told the service how it must improve.
- **Inadequate** – the service is performing badly and we've taken enforcement action against the provider of the service.
- **No rating/under appeal/rating suspended** – there are some services which we can't rate, while some might be under appeal from the provider. Suspended ratings are being reviewed by us and will be published soon.



They rated us as ● **Good** – the service is performing well and meeting our expectations.