

Central Surgery
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NEWSLETTER

ISSUE 31 Spring 2023

www.centralsurgeryrugby.nhs.uk

Bilton Green Surgery
Bilton
Rugby
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Telephone : 01788818939

CENTRAL SURGERY PATIENTS' ASSOCIATION



The Patients' Association was formed in 2003.

There are 4 members who are Central Surgery patients.

Dr Lucy Armstrong and Kerry Crutchlow, the Practice Manager, are also members.

The aims of the association:

- To act as a point of information both into and from the practice and the practice population
- To enhance the practice population's understanding of how the practice operates
- To increase patients' understanding, concerning the treatment choices available
- To encourage the practice to involve the patients in all aspects of the practice

Although we try to represent patients' views, we are not practice staff and have no access to medical records.

The association is not a complaints organisation.

Due to retirement and moving on, we would like some more patients to join the association.

If you think you would like to be involved in the association, please contact :

Kerry Crutchlow, Practice Manager at the Central Surgery, with a few details about yourself.

Inside this issue :



Patients' Association	1
NHS App	1
Enhanced Access Appointments	1
Bilton Green	2
Complaints Procedure	2
Suggestions Box	2
Repeat Dispensing	2
Patients' Association Noticeboard	2
Children's Corner	2

NHS App



More information is available on the website.

The NHS App has been used by many patients as part of their Covid passport, but originally it was designed to help patients order prescriptions with ease.

We continue to encourage patients to use this as it can take less than a minute to order at your convenience, but also the GP can approve and send confirmation to your preferred pharmacy the same day.

The NHS App now links with Accurx, a tool whereby patients can ask their GP for advice. The GP can respond directly to your phone. This includes sending you your fit note, a blood form or questionnaires to help manage your health.

Enhanced Access Appointments

All practices in Rugby share access to these appointments, which are available from 6:30pm Monday to Friday and mornings on Saturday and Sunday.

These appointments are with GPs, ANPs, practice nurses and healthcare assistants and help the practice provide additional access to our patients.





BILTON GREEN SURGERY

We have taken the decision to close temporarily Bilton Green, whilst we assess the work that needs to be undertaken.



Complaints Procedure



Not all patients wish to make formal complaints.

All staff have been trained to adequately problem solve, but in the event, that this has not been achieved, please contact the line managers :

Lesley Hopkins reception

Gill Joahill Administration

If your complaint remains unsolved, please contact the **Practice Manager** -

Kerry Crutchlow

SUGGESTIONS BOX



Suggestion boxes were introduced during 2015 - in an attempt to improve the services provided.

- Please complete a **SUGGESTION FORM** when you visit the surgery - indicating your latest thoughts and ideas
- Alternatively, if you prefer, comments can be submitted through the website **www.centuralsurgeryrugby.nhs.uk**
- Please remember that the suggestion box is not intended to handle complaints:



Repeat Dispensing

If you receive an item regularly then it may be possible for your prescriber to set this up as a "Repeat dispensing" prescription. Your prescriber can send up to twelve months of prescriptions. These would be available to be collected from your nominated pharmacy without having to contact the surgery again for the whole year.



Please remember to collect your prescription items promptly or you risk them being returned.

Patients' Association

Noticeboard

This is on the right of reception.

You will find :

- Remit of the association
- Agenda, minutes, date of next meeting
- Newsletter — current
- Important information for patients



CHILDRENS' CORNER



What vegetables do librarians like?

Quiet peas

Why did the scarecrow get a pay rise ?

Because he was outstanding in his field.

