

DUTY TEAM AT CRANLEIGH MEDICAL PRACTICE

The reception team will ask for a brief description of your reason for contacting the practice so they can signpost you to who it would be most appropriate for you to see or speak to. They may redirect you to a minor injuries unit, A&E or advise you to call 999 if they believe the problem to be serious as they have protocols set by the clinicians to follow in these situations.

When you are offered an urgent appointment, you will be booked in to see a member of our duty team. We have a Paramedic Practitioner, Minor Illness Nurse and a Junior Doctor, who is in their second foundation year since qualifying as a doctor, working as part of the team. All of the team are fully trained, and are supervised by a GP who is the duty doctor that day. Please note that although you will be booked an appointment, this is the urgent clinic and the team may have to prioritise other patients, and therefore you may have to wait past your appointment time.

If appropriate you may be booked a triage phone call from the duty team, who will discuss your problem over the phone. They will invite you in to the surgery if you need to be seen, or may book an appointment for another day. If your query is related to medication or side effects, we have a Clinical Pharmacist who may be able to give you advice over the phone.

You can still book routine GP and nurse appointments up to 6 weeks in advance.



Grazed knee.
Sore throat.
Cough.
Stock your
medicine cabinet.

Self-care



Unwell?
Unsure?
GP surgery closed?
Need help?

NHS 111

Electronic Prescription Service (EPS)

We can now send your prescriptions electronically straight to a pharmacy of your choice, no need to collect from the surgery. This can be near where you live or work to make it more convenient for you. Please let reception know if you would like to nominate a pharmacy.



Diarrhoea.
Runny nose.
Painful cough.
Headache.

Pharmacy

Patient Participation Group

The Patient Participation Group (PPG) is a group of volunteer patients, doctors and practice staff whose aim is to work together to improve services within the practice. The PPG meet on the first Friday of every month, with two of the GP partners and the Practice Manager. We also have a virtual PPG, who receive updates via email.



Vomiting.
Ear pain.
Stomach ache.
Back ache.

GP surgery

If you have any ideas for the patient group, or if you are interested in joining, please contact the practice or email: lynda.macdermott@nhs.net



Choking.
Chest pain.
Blacking out.
Blood loss.

A&E or 999 Emergencies only

Have your say to improve your healthcare



Did you know you can now have your say to help improve more services across the NHS?

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

It doesn't take long and you don't need to give your details on your feedback form.

Look for details in the reception or waiting room. You can ask a member of staff how you can take part or find out more online.

The NHS Friends and Family Test
www.nhs.uk/friendsandfamily

Training Practice

We are proud to be an accredited training practice. As part of this, we need to be regularly inspected, and sometimes the doctor may wish to video record their consultations. Your permission will always be requested before the consultation, and will be asked to sign a letter of authorisation.

We currently have an FY2 junior doctor, Dr Holly Randall, who is in her second foundation year since finishing medical school. She works alongside the duty team, dealing with urgent appointments.

Dr Jennifer Rayner, who is in her first year as a GP registrar is also currently at the practice. She will provide routine appointments, under the supervision of a mentor GP.

Further information about training in the practice is available from the management team.

Want to receive this newsletter quarterly?

Let us know, or sign up via the practice website:

www.cranleighmedicalpractice.com



cranleighmedicalpractice



@cranleighbgp

Uncovering the Welcome Project

Recently Cranleigh Patients' Group had a visit from Debbie Featherstone of The Welcome Project – a local organisation which supports people to overcome life's challenges and promotes Wellbeing. The Patients' Group was so impressed by what she told them, that they pinned her down for more details....

Debbie, how many people does The Welcome Project help in Waverley?

200 people are helped by the project at present, 500 in total since it started 3 years ago, but only a few in Cranleigh, so we are looking to support more people here.

What's your role in the project?

I'm the Team Leader of the project for Waverley and I have a team of 3 staff and lots of volunteers who work with us.

What is "Wellbeing"?

Wellbeing is different for everyone- It's about mental and physical health, relationships, work, family, anything really. The key thing is- do you carry out your daily life feeling content? People who don't have wellbeing for a long time often get stuck. We can help them to turn things around with coping skills to become more resilient.

How does it all work? How does the Welcome Project try to promote Wellbeing?

We offer to meet people one to one - for a coffee somewhere for example (usually not at home) and we use a recovery star to get the person to rate where they are in their lives. Then we support people to set goals that can in turn give them focus and something to work towards. We have a range of free activities people can join in with or we can signpost people to other resources and groups that can be supportive too.

One very successful way of helping people is to support people into volunteering roles and from there, as their confidence grows, back into work. We work closely with many local charities and partner agencies such as Oakleaf, Guildford Action and Voluntary Action South West Surrey.

Often that one off meeting is helpful to get people on track. What's different about us is that we keep in touch, with a telephone call or a text or and we offer support until the person feels able to deal with their wellbeing on their own. We work with people when they need us and to help prevent problems coming up too.

How does it link into mental health provision locally?

We do get referrals from mental health teams and GPs but people can also refer themselves - just email us at welcomeproject@catalystsupport.org.uk or call the Welcome Project Waverley on 01483 415950

How can people find out more about the Welcome Project and Wellbeing?

They can go to our website or the Catalyst website:

www.welcomeprojectsurrey.co.uk

www.catalystsupport.org.uk/how-we-help-you/welcome-project