

# Aspiro Healthcare

@ Cranfield and Marston Surgery

## Patient Newsletter December 2019- March 2020



**01234 750234 Cranfield Surgery 01234 766551 Marston Surgery**  
[www.cranfieldandmarstonsurgery.co.uk](http://www.cranfieldandmarstonsurgery.co.uk)

We try to fill our newsletter with information that we hope patients will find useful and if there is something you would like to know more about then please do let us know. We would also like to encourage patients to give us feedback on our service good and bad, if there is something that you feel we have done right or someone who has gone that extra mile then please do share with us. You can share your feedback via the Friends and Family test available on our website or forms available from our waiting area.

**Primary Care Networks (PCN):** Following on from our previous newsletter, we are pleased to share with you that we have secured a Social Prescriber, Katie Spring, to work within our PCN. Katie has recently joined the Social Prescribing team and is looking forward to working with us on a Monday. Any referrals to a Social Prescriber will be following a GP consultation and that meets the criteria to benefit from this service. We are currently in the process of recruiting a Clinical Pharmacist to also join the PCN. Our PCN is called 'H is for Health' and consists of Cranfield, Asplands, Flitwick and Oliver Street Surgeries, covering an approx. list size of 40000 patients.

**Cranfield and Marston Surgery development update:** Phase one is nearly complete. The units we have at the back of the post office in Marston will soon become our new admin offices. There are a couple of remedial works to be completed at present. However, the office furniture, IT equipment and phone system are on standby ready for delivery. We are hoping to complete by the end of December, early January 2020. We kindly ask all our patients to bear with us should we experience any issues when the new telephone system is implemented and we thank you in advance for your patience and support. We will update you with phase two in due course.

### Are you a Carer?

Please contact the surgery to register your details. Your GP can help support you in providing information and advice on services provided by the NHS. You will also be eligible for an annual Health Check for as long as you are a Carer. This will include a blood pressure check, weight and urine test and a general discussion about your health. More details can be found at [www.carersinbeds.org.uk](http://www.carersinbeds.org.uk)

### Staff Update – Cranfield and Marston Surgery

Weronika Ciappa, Administrator / Receptionist, and Jayne Hirst, Nurse Practitioner have since left the Practice for pastures new. We wish them well in their future careers. We have been successful in recruiting a female GP, Dr Voke Bamiro, who will be starting with us on Wednesday 8 January 2020. Dr Bamiro will be working all day at Marston surgery on Wednesdays and at Cranfield on Fridays. We hope you will join us in welcoming Dr Bamiro to our clinical team.

### Staff Training Days

The scheduled training days for the rest of the year are as follows:  
**Thursday 5 December 2019, Thursday 27 February 2020, Thursday 19 March 2020, Tuesday 19 May 2020, Thursday 18 June 2020, Wednesday 1 July 2020, Thursday 17 September 2020, Tuesday 13 October 2020, Thursday 3 December 2020.**

The surgery is closed from 13:00 on these afternoons and will re-open at 08:30 the following day. **For medical assistance outside of normal opening hours, please call 111 for the Urgent Care Centre or for medical emergencies only dial 999**

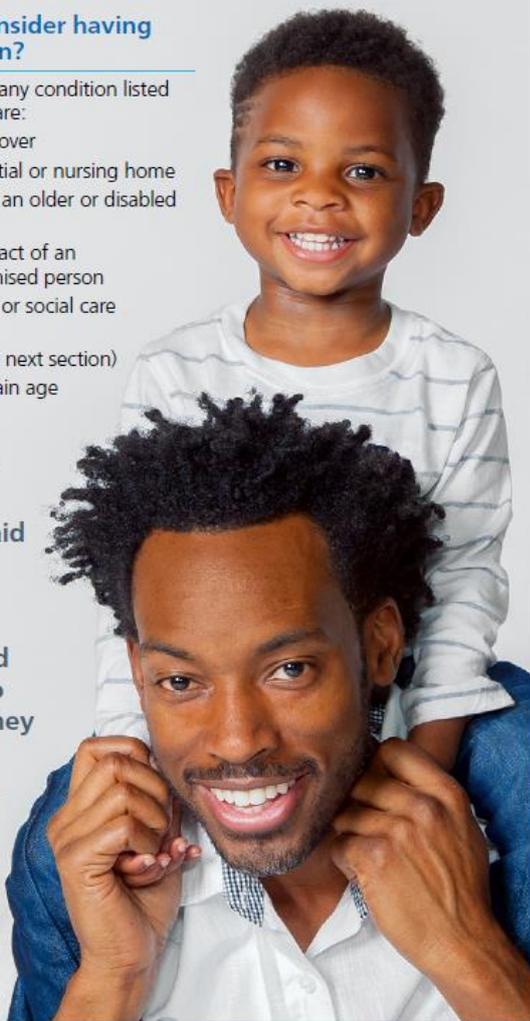
### Who should consider having a flu vaccination?

All those who have any condition listed on page 4, or who are:

- aged 65 years or over
- living in a residential or nursing home
- the main carer of an older or disabled person
- a household contact of an immunocompromised person
- a frontline health or social care worker
- pregnant (see the next section)
- children of a certain age (see page 8)

By having the vaccination, paid and unpaid carers will reduce their chances of getting flu and spreading it to people who they care for.

They can then continue to help those they look after.



**Cranfield and Marston Surgery are still offering flu vaccinations to all patients 65yrs of age and over, people with a serious heart or chest complaint, including asthma, kidney disease, diabetes or lowered immunity due to disease or treatment and pregnant women to have a flu vaccination. Please call 01234 750234 Cranfield or 01234 766551 Marston if you have still not had your flu vaccine.**

### Patient Participation Group (PPG)

We have made a proposal to make changes with our current PPG structure. Details were discussed at great length at our last PPG meeting in November. Our aim is to develop a steer group and a working group within the PPG. We will hopefully have an update on this progress at our next PPG meeting, of which a date is yet to be confirmed. Any patient wanting to become a member of our PPG please contact Rina Persaud, PPG Chair via email at [candmppg@gmail.com](mailto:candmppg@gmail.com).

Patient satisfaction is extremely important to us. By involving patients we hear about issues that matter to you, the patients. The Patient Participation Group (PPG) represents your views. Please visit our website regularly for details of our next meeting at [https:// www.cranfieldandmarstonsurgery.co.uk](https://www.cranfieldandmarstonsurgery.co.uk)

### Do we have your up-to-date contact details?

We use a variety of communication methods to interact with our patients, such as appointments reminders, eligibility for NHS Health Checks etc.

Please update your contact details today at Reception or via our Practice website:

<https://>

[www.cranfieldandmarstonsurgery.co.uk](https://www.cranfieldandmarstonsurgery.co.uk)

### Annual Reviews

Annual reviews for patients on repeat medication are important to ensure that you remain well.

Sometimes we can review your medication over the phone however, it will be necessary for most patients to have a face-to-face appointment with a clinician, particularly those with a Long Term Condition. Often a clinician will need to do blood pressure checks, blood tests and other checks to ensure we are helping you manage your condition.

We will invite you for an annual review via letter, text, email or phone call.

These appointments take up a large number of appointments and clinical time so please ensure you respond to your invite at your earliest convenience. If you fail to respond we will send you a second reminder and a final reminder.

If you fail to book and attend your annual review it may not be safe for us to continue prescribing your medication. The best way to manage your condition is to ensure you have the tests and checks required and attend your review appointments.

We very much want to work with our patients but we also have a duty of care to ensure that you do not come to any harm. Please help us to help you by responding and attending your review appointments.

**Repeat Prescriptions** – These can also be requested online, please sign up to our online services to access this service. Please allow up to 2 working days for your repeat prescription to be processed. Please note that acute prescription requests will not be issued without review by the GP.