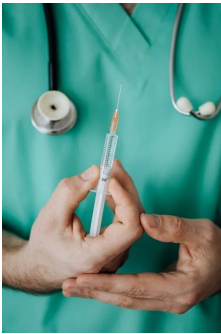




CROSSLEY STREET SURGERY PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE 22 — AUTUMN 2024

Welcome to your patient Newsletter for the Autumn



By now many eligible patients will have received invitations to make appointments for the flu/covid clinics being held at the surgery on the 5th, 12th and 19th October.

Please do not contact the surgery until you receive the communication to do so.

Car parking at the surgery is suspended on clinic days except for blue badge holders or other patients with mobility difficulties. Free car parking is available opposite the surgery.

Pharmacy First

As usual at this time of year with changing temperatures there are colds and coughs about. Please remember the availability of Pharmacy First for medical assistance but of course arrange a doctor's appointment for any serious concerns you might have.

Remember to take care of your own health as winter approaches, keep warm, continue to get out for fresh air and exercise, and seek advice if you have persistent health problems.



We have some new receptionists so please be patient and understanding. It is a demanding job, with many responsibilities behind the scenes. They are there to help you and will always try their best to do so.

World Mental Health Day 2024

The 10th October is World Mental Health Day. If any patients have mental health issues, or are troubled by stressful situations, it is worth looking at the website 'www.nhs.uk every mind matters' which has very helpful information on *wellbeing tips, mental health issues, life's challenges and supporting others*.



PPG Feedback and Suggestions



If any patients have any queries, feedback or suggestions for the patient group, please complete a card and put it in the wooden PPG box at the front of reception. If you leave a name and contact phone, address or email, a member will get back to you.

Missed Appointments

- ◆ Unfortunately, we do still have patients who do not turn up for appointments.
- ◆ These patients are contacted by the surgery to ascertain reasons.
- ◆ However, it would be most helpful if patients who find they cannot attend a booked appointment could let the surgery know as soon as possible so that some other patient might be given that slot.
- ◆ It is a busy time of year with a high demand for appointments.



The last meeting of the PPG was on Thursday 19th September 2024

Once approved, the Minutes of meetings will be available to view on-line and on the small notice boards in waiting rooms.

**The next meeting is on Thursday 17th October 2024
at 4.00 pm in the Surgery**