



Spring 2018

# CROCUS NEWS

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From all of us at Crocus, we wish you a Happy Easter!

## Physiotherapist - Ed Kirby

We are pleased to welcome **Physiotherapist, Ed Kirby** who will have pre-bookable appointments for clinics every Wednesday.



- Bsc and Msc in Advanced physiotherapy.
- Member of the MACP
- Extended scope physiotherapist
- over 15 Years experience dealing with spinal, muscle and joint problems in elite sports including professional football.



## Accessible information for all

Do you have any **information or communication support needs**, relating to disability, impairment or sensory loss?

We want Accessible Information for all patients – please let us know how we can meet your needs!

For further information visit:

<https://www.england.nhs.uk/ourwork/accessible/info/>

## Extended Hours

The practice is always open for extended hours surgeries every Tuesday between 18:30 and 20:00 and every Friday morning between 07.00 and 08.00.

They **are not** intended for emergencies after normal opening hours so please contact NHS111 in such situations.

## Patient Online Access

- ❖ Patients can have online access to:
- ❖ Booking appointments
- ❖ Ordering prescriptions
- ❖ Just ask at Reception to complete a form!



## Evening & Weekend GP and nurse appointments

- ❖ You can now see a GP at the weekend! To book an appointment at Saffron Walden Community Hospital, please contact Reception
- ❖ *Please note: This is a ROUTINE appointment system and is not a walk-in-centre. More information can be found on <http://www.weekendgpservice.net/>*

## Surgery Staff

- ❖ We are a training practice and currently have medical students with us
- ❖ We welcome two new registrars – Dr Christian Kleanthous and Dr Gohar Saeed.
- ❖ For information on Doctors and staff please see our website <http://www.crocusmedicalpractice.nhs.uk/staff1.aspx>

HAVE WE GOT YOUR MOBILE NUMBER??



Fill out a form at reception to join our new appointment reminder texting system!

## DNA RATES (DID NOT ATTEND = WASTED APPOINTMENTS)

Did you know that...

In **January** 55 Doctor, 57 Nurse and 35 Health Care Assistant appointments were not attended...

In **February** 42 Doctor, 47 Nurse and 22 Health Care Assistant appointments were not attended...

This totals **258 appointments** not attended which could have been given to other patients!

Please let us know if you cannot attend your appointment!

Thank You.

# SEPSIS

IS A RARE BUT SERIOUS COMPLICATION  
OF AN INFECTION

If your child has any of these symptoms you should take immediate action:

- Looks mottled, bluish or pale
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch
- Is breathing very fast
- Has a rash that does not fade when you press it
- Has a fit or convulsion

Acting quickly could save your child's life. If your child has any of these symptoms don't be afraid to go A&E immediately or call 999

For more information visit [nhs.uk/sepsis](http://nhs.uk/sepsis) or [sepsistrust.org](http://sepsistrust.org)



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