



Your Health, Our Priority — Croft Medical Centre Newsletter
Autum 2025 Edition

Welcome from the Team

Dear Patients,

Welcome to the autumn edition of our GP Surgery newsletter! We hope you enjoyed the hot summer.

This newsletter keeps you updated on practice news, highlights useful services in our community, and shares helpful tips for your health and wellbeing.

Our team is committed to providing you with the best possible care. Thank you for being part of our practice community!

Practice News

- We are pleased to announce that we have a new GP Partner. Dr Luke Thomson. Dr Thomson was with us when he was a registrar and has also been doing locum sessions with us since he qualified. Dr Thomson will be joining us as a partner from 1st November 2025 for 5 sessions per week with this potentially increasing overtime. Dr Thomson is young and enthusiastic and has a passion for research.
- Dr Caitlin Imray will be returning from maternity leave in October 2025.

Extended Hours Appointments

We now offer evening and weekend appointments as part of our extended access service. This helps busy patients find a convenient time to see a GP or nurse through the Leamington North Primary Care Network. Appointments are either telephone or face-to-face GP appointments with a variety of clinicians such as GP's, Nurse's and Clinical Pharmacists. Appointments are available on Tuesday evenings (18:30-21:00) and at the weekend (Saturday 9:30- 16:30pm). For assistance in booking these appointments please speak with a member of the reception team.

- Croft Medical Centre - Tuesdays and Fridays - 17:30 – 20:00
- Waterside Medical Centre – Saturdays – 09:30 – 16:30

Contact Details

To support improved communication with patients, please advise us of your latest mobile number, landline and email by informing reception or by emailing us at cwicb.croftadmin@nhs.net

Repeat Prescriptions — Now Easier!

Our new online system makes ordering repeat prescriptions simpler than ever. Visit our website www.croftmedical.co.uk or use the NHS App to request your medications. Please remember to allow 72 working hours before collection.

Practice Learning Time closures 2025

GP Practices across South Warwickshire will be closed from 12:30 for important staff training on the following afternoons:

- Wednesday 17th September 2025
- Thursday 16th October 2025
- Wednesday 26th November 2025

Patient Participation Group (PPG)

The PPG meet at the practice quarterly throughout the year.

If you would like to join the PPG, please speak to a member of the reception team for further information.

Get involved at your local GP practice

NHS
Shropshire, Telford and Wrekin
Integrated Care System
Integrating, learning and leading

Become a voluntary member of your local Patient Participation Group and you can...

- Meet with other patients and practice staff
- Influence decision making about NHS services
- Work in partnership with the practice to explore new ideas
- Provide constructive feedback on practice services


Ask your GP practice team for more information on joining your local Patient Participation Group

Flu Clinics – Book Early!

Our flu vaccination clinics will start on 1st October. Keep an eye on our website and posters in reception for booking details. Clinics will be held at both the practice and Ahmadiyya Community Centre Adelaide Road, Leamington CV32 5AH. Protect yourself and your family this winter!

Practice Reminder

Requests for GP Letters and Medical Reports (non-NHS work) take 2-3 weeks and efficiency can be affected by capacity constraints at the surgery



Have you signed up to the NHS App?

- ✓ View your medical record
- ✓ Check your test results
- ✓ Order and track repeat prescriptions
- ✓ Communication you can trust stored securely
- ✓ Turn on your notifications in Account and Settings to set up

DOWNLOAD THE NHS APP

Need help or support? 

For more info about the App visit:
<https://www.nhs.uk/nhs-app/>

or the NHS App help page:
<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

The banner features a central illustration of a hand holding a smartphone displaying the NHS logo. To the right of the phone is a yellow circle with a downward arrow. Below the phone are logos for the App Store and Google Play. The background is a light blue gradient.

2025 National Patient Survey Results

Below are the results of the latest patient survey carried out by NHSE which have been compared to the previous year (2024).

We are planning to send out our own practice-based survey based on access to the practice enabling us to see a comparison between the national and in-house survey. This questionnaire will be sent out via text message during the month of October.

PATIENT SURVEY RESULTS – 2024 vs 2025

1. Response Rate

- ▶ Forms distributed: 377 (2024) → 404 (2025)
- ▶ Completed forms: 106 (2024) → 119 (2025)
- ▶ Response rate improved slightly from 28% to 29%
- ▶ Action: Continue active promotion via text, posters, and staff
- ▶ Target: Raise response rate above 32%

2. Positive Experiences

- ▶ 'Very good': 30% (2024) → 34% (2025)
- ▶ 'Fairly good': 12% (2024) → 7% (2025)
- ▶ Overall good: 76% (2024) → 77% (2025)
- ▶ Action: Focus on converting 'fairly good' into 'very good'
- ▶ Target: Increase 'very good' to 38%+

3. Neutral Experiences

- ▶ 'Neither good nor poor': 12% (2024) → 7% (2025)
- ▶ Positive reduction but engagement gap remains
- ▶ Action: Provide clearer information about care processes
- ▶ Increase follow-up communication after appointments
- ▶ Target: Keep neutral responses below 5%

6. Monitoring and Review

- ▶ Conduct mini-surveys every 6 months
- ▶ Benchmark against national GP patient survey data
- ▶ Maintain or exceed 77% 'good overall' in future surveys

Child & Young Person Mental Health Care Coordinator

Our Leamington PCN Children & Young Person Mental Health Care Coordinator is **Courtney McCabe**. Courtney will be attending the practice once a fortnight to support children and younger patients with mental health issues via referral from our GPs.

Local Community Services

If you're looking for advice on mental health, social support, or financial wellbeing, the local Community Wellbeing Hub offers free drop-in sessions.

Visit:

Brunswick Hub

<https://brunswickhlc.org.uk/>

The Sikh Cultural & Sports Community Centre

https://www.warwickdc.gov.uk/directory_record/2968/sikh_cultural_and_sports_community_centre_leamington_spa

Sydenham Community Centre

<https://www.sydni.org/>

Swim Together

If you would like to experience being in the water to help your physical and mental health, then our 'Swim Together' adult sessions could be for you (18 years old and over)! Leamington PCN have teamed up with Mental Health Swims, Swim England and Everyone Active to deliver these sessions. We will provide a safe space for you to enjoy the benefits of water, especially if swimming is something you've not tried before or for a very long time. To register your interest please click on the link:

<https://tinyurl.com/y35cnkbh>

Pharmacy First



The poster features the NHS logo at the top right with the text 'Providing NHS services'. The main headline reads: 'Most pharmacies can help you with **seven common conditions** without needing a GP appointment'. Below this, a green box lists the conditions: Sinusitis (adults and children aged 12 years and over), Sore throat (adults and children aged 5 years and over), Earache (children and young adults aged 1 year to 17 years), Infected insect bite (adults and children aged 1 year and over), Impetigo (adults and children aged 1 year and over), Shingles (adults aged 18 years and over), and Urinary tract infection (women, aged 16 to 64 years). To the right of the list are four small images showing pharmacy staff assisting customers. Below the green box, a speech bubble icon is next to the text: 'Ask your pharmacy for more information about this free* NHS service'. The bottom of the poster features the text 'Visit your Pharmacy First!' in large, bold letters. A small footnote at the bottom left states: '*NHS prescription charge rules apply where a medicine is supplied'.

NHS
Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied

Would you like support making lifestyle changes?

We have groups run by a Health and Wellbeing Coach and Lifestyle GP to help support you on that journey. For more information and to join one of our groups, click here: <https://tinyurl.com/3w2bw32j>

Physical Activity Support

For support in getting more physically active, check out our walk and run groups as part of Leamington PCN Fitness Club

Monday 18:20pm: Walk Talk, Talk Walk & Run Talk Run at Clarendon Lodge Medical Practice Car Park

Thursday 11:20am – Walk Talk Walk at Croft Medical Practice Car Park. Click on the link for more details: <https://tinyurl.com/yu32pnx6>

Saturday 09:00am: Leamington Parkrun & walk at Newbold Comyn. All GP practices in Leamington are parkrun practices and we promote walking, jogging, running and volunteering at

Leamington parkrun. Click on the link for further details and to register: <https://www.parkrun.org.uk/leamington/>

5k Your Way - Jo Fleming, the PCN Health and Wellbeing Coach is also the local Ambassador for 5k your Way: Move Against Cancer, and holds a group on the last Saturday of every month at Leamington parkrun for anyone living with or beyond cancer. Be part of a supportive group, where we walk, jog or volunteer (or even just spectate) at Leamington parkrun.

For more details click on the following link:

<https://www.moveagainstcancer.org/5k-your-way/>

For further details, send an email to:

leamingtongroup@5kyourway.org

Support for Carers

Are you a carer? The Carers Support Teams offer advice, respite opportunities and social events. Contact:

[Brunswick Hub - SEND Parent and Carer Support Group – SearchOut](#)

[Warwick and Leamington Spa Kinship Carers - Kinship](#)

[Memory Club \(Leamington Spa\) - Help and support in your local area – Living Well With Dementia](#)

Healthy Eating on a Budget

Our local council runs free food banks for families, communal kitchens and community grocery food schemes. For more information please visit <https://www.warwickshire.gov.uk/managing-money-debt/feeding-your-family/4>


Stay in Touch

Follow us on our website: www.croftmedical.co.uk

Call us: 01926 421153

Email: cwicb.croftadmin@nhs.net

Thank you for your ongoing support. Together, let's stay healthy and well!

 Next Edition: Look out for our Spring 2026 newsletter with more health tips, updates and community news.

