



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

Welcome from the Team

Dear Patients,

Welcome to the winter 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!

We wish all our patients a merry Christmas and a happy new year!

Practice News

- We have recently been in contact with AgeUK, Carers Association, Dementia UK and Myton Hospice to ask if they could visit the practice for a day each and give help and advice to patients. Once dates have been confirmed we will send out communication.
- Our flu and covid campaign has been going well, especially those patients aged over 65 years; under 65 years and eligible have been a little slower on the uptake. If you meet the criteria and still haven't had your flu vaccine, please speak to a receptionist to book an appointment.
- We have had a 'InPost' collection unit installed in the car park at our Caler Walk site. This is for patients and the public to use for sending and receiving packages rather than having to travel into the centre of town.
- We have applied to be an accredited learning environment for new GP's, Nurses, Pharmacists. The application form has been completed and submitted, and we are awaiting the outcome.

Online Access

Dear Patients of Croft Medical Centre,

On 19th August 2025, NHS England published 'You and Your General Practice' to help patients understand what was expected from their GP practice.

The government speak about 'bringing back the family doctor' but what the government promise is often not planned or funded fairly for GP practices to be able to deliver.

Compulsory introduction of on-line triage and our position...

As a practice, we believe in **personal, accessible care** that allows you to speak directly with our team.

While some GP surgeries are being asked to use online triage systems for all appointment requests, **we do not agree with this approach being forced on practices.**

We believe it would:

- **Reduce the number of face-to-face and telephone appointments** available to patients.
- **Greatly increase GP workload**, as there would be no limit on the number of online requests.
- **Lead to longer waiting times** for everyone needing an appointment.

We will continue to prioritise contact by **phone or in person**, so we can provide safe, timely, and personal care for all our patients.

Our promise to you:

- Put your care and safety first.
- Continue offering personal, human-centred GP care rather than a system-driven approach.
- Be open and honest about the challenges we face.
- Keep speaking up for the resources and support needed to provide the care you deserve.

WE ARE ON YOUR SIDE!

All patients will have the choice of using the on-line triage. Please be mindful that online consultation requests are for non-urgent matters only. If you believe your symptoms are life threatening, please phone 999. Your non-urgent request will be read and reviewed within core hours and will be actioned within an appropriate time

frame, depending on the nature of your request. We may need to contact you to request further information.

Please remember that our telephone lines are open 08:00-18:30 Monday to Friday and although at times there may be a long wait to speak to a staff member, advice and guidance will be given at the point of contact.

Kindest regards

GP Partners of Croft Medical Centre

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:

- Thursday 22nd January 2026
- Wednesday 25th February 2026
- Thursday 12th March 2026

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.



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

Download on the App Store
GET IT ON Google Play

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/>

Patient Survey

Please visit our practice website link <https://croftmedical.co.uk/patient-survey/> to complete a short patient survey about the care and service we are providing.

We are keen to hear both positive and negatives so we can review our delivery service and put in place additional training and procedures.

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'. A green box on the left lists the following conditions with their respective age groups: 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 this list are four small photographs showing people at a pharmacy counter. Below the list, 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 large text 'Visit your Pharmacy First!' and a small asterisked note: '*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.