

Cricklade Surgery Newsletter



EASTER OPENING TIMES 2025

Friday 18th April: **CLOSED**
and
Monday 21st April: **CLOSED**
Open as normal from 22nd April.

Other Bank Holidays include:
Monday 5th May: **CLOSED**
Monday 26th May: **CLOSED**

Repeat Prescriptions - You can order your prescription online

If you need a repeat prescription you may either request your medication by signing up for online access and ordering through this system, post, or deliver your repeat prescription request to the surgery **at least five working days before** you intend to collect your medication. Please note our online ordering system links directly with our clinical system, making it simpler for you and easier for us. If you don't have your log in details to access the new system, please ask at reception. Please ensure you have some form of identification with you when you collect your details.

All dispensing patients can use the automated system where patients can pick up their prescription and re-order medication for the following month at the same time, which reduces the number of visits to the surgery and ensures medication is ready for collection at the appropriate time.

Repeat prescriptions where possible should not be ordered over the telephone.

If you would like to order your prescriptions via email, please use the following address - bswibc.cricklade@nhs.net

If you would like to speak to a member of the Dispensary, please call **01793 750645 Option 2**

CARERS AND YOUNG CARERS

Do you look after someone who is ill, frail, disabled or mentally ill? If so, you are a carer. We are interested in identifying carers, especially those people who may be caring without help or support.

We support Young Carers – Do you know anyone or are you under the age of 18 caring for any of the above?

Please contact Reception to register as a carer or a young carer.

NEW MEMBERS OF STAFF

We would like to introduce a new member of staff here at Cricklade Surgery. Jacqui Stott – Administrator.

NHS APP

If you need access to your medical records to view results, letters, medication or appointment information, please sign up using the following link. <https://www.nhs.uk/nhs-app/>

PATIENT PARTICIPATION GROUP

As a surgery we appreciate any feedback, and we ask for this in so many ways.

One way is in form of a group!

If you were to be a part of this, you would receive this newsletter along with a small questionnaire a couple of times a year.

We would like to hear from our patients in and around Cricklade.

Please call Reception to sign up today!

CANCELLATION OF APPOINTMENTS

Over the last few months, there has been a considerable increase in cancelled appointments at short notice. In December we had 28 patients that did not turn up, in January we had 25 and 24 in February.

Please make every effort to attend all appointments as we are unable to offer those to other patients.

If you do need to cancel an appointment, please give 24 hours' notice.