



Cleveland's
Medical
Centre

PATIENT NEWSLETTER



Winter Ailments

We are into the season where respiratory illnesses such as colds, flu and sore throats will become common occurrences for adults and children alike. At this time of year, many of our appointments fill up with consultations regarding these common ailments, the vast majority of which will not benefit from antibiotics and require no more than over-the-counter treatments for the symptoms. Whilst we would not discourage you from seeking our advice if you are worried about serious illness, we would ask you to be mindful of the pressures that our finite resources face at this time of year and the alternatives that exist including seeking advice from a pharmacist and useful online resources such as these:

<https://www.nhsinform.scot/winter-illness/>

<https://www.what0-18.nhs.uk>

We have invested in an upgrade to our phone system



During busy periods and when the calls reach 5 or more in the queue. You will be given the option to request a call back. This is automated and you can then hang up, you will then be called back as soon as a Patient Advisor becomes available. Please note, you **WILL NOT** lose your place in the queue. If you do not answer at the call back, the system will try one more time and then it will revert to a message to say we have tried to reach you. All calls can be tracked and are recorded. We continue to appreciate your kindness and respect when interacting with our Patient Advisors.



Patient Questionnaire:

We are conducting a survey about communications, and we would like your input. Please find a link to a short survey here:

<https://forms.office.com/e/Q7GibDxzW4>



Christmas & New Year



The surgery will be closed:

Monday 25th and Tuesday 26th December.
Monday 1st January.

Please ensure you have any repeat prescription requests into the surgery by: 18.00 on Wednesday 20th December.

If you need assistance during the days we are closed:

Please call 999 in a life-threatening emergency.

For all other medical problems please call 111 or <https://111.nhs.uk.nhs.uk/>

Or visit a minor injuries centre.

The entire surgery team would like to wish all our patients and carers a Happy Christmas.



Patient Participation Group

Did you know we have a PPG? Would you like to join or find out more? They meet with key people from the surgery team, 4 to 6 times a year to discuss developments in the NHS services and surgery updates. They also have an opportunity to ask questions. They don't handle complaints. To express an interest please visit:

[Patient Participation Group Registration | Cleavelands Medical Centre](#)

It was a pleasure to host our Winter Carers Afternoon Tea and we want to say once again thank you to **Cotswold Cakes and Bakes** in the village for donating some lovely cupcakes. **Tesco** (Naz and Emma) also donated some items to go with the items that the team donated for the hampers we raffled off in aid of Age UK.



Dawn Nurseries very kindly donated a beautiful Christmas Tree for the surgery and **Ski Tyres** delivered it for us. Some of our patients from Avon House and their carers then decorated it.

