

*Spring Newsletter*  
2017

*Croft Medical Centre*



## Eye Plastics Clinic

We now offer an Eye Plastics Clinic at Croft Medical Centre, this can provide treatment for the following conditions:-

- **Ectropion** – the medical term used to describe outward turning of the lower eyelid and eyelashes. This can lead to excessive tearing and irritation of the eye;
- **Entropion** – the medical term used to describe rolling inward of the lower eyelid and eyelashes towards the eye. The skin of the eyelid and the eyelashes rub against the eye. This rubbing can lead to excessive tearing, a feeling that something is in the eye and impaired vision;
- **Benign lumps** – Warts and cysts around the eyes can be removed;
- **Droopy or Baggy** skin around the eyes due to the eyelid skin stretching and muscles weakening. This condition can cause functional problems such as impaired field of vision (baggy upper eyelids) or difficulty wearing glasses (baggy lower lids). This procedure is sometimes called Blepharoplasty.

*If you feel that you are suffering with any of these conditions please speak to your doctor.*



### \*\*SystemOnline\*\*

**?? Did you know** that you can book appointments, cancel appointments, change your contact details, order your medication and potentially view your computerised medical records on-line in the comfort of your own home? If you have a computer and would like to register for this service, please ask a member of reception for further details.

### PRESCRIPTION SERVICE

Please remember there is a 48 hour turn-around for prescriptions. Please ensure you order your medication at Reception or with your nominated Pharmacy to avoid running out or if you are going on Holiday.

***Please also remember the Telephone Triage System is for patients who need medical advice/assistance the same day. Triage is NOT for patients who have forgotten to order medication or cannot attend surgery.***

## PRACTICE STATISTICS – March 2017

Total telephone calls answered: **14,321**

Average time taken to answer each call = **7 min 43 seconds**

Number of patients who failed to attend their appointments with:-

Doctors = **224**

Nurses = **254**

Health Care Assistants = **67**

Other = **72**

**TOTAL: = \*617\***

**617 APPOINTMENTS = 11,473 Minutes or 191 hours of wasted appointment time**

**£14,005.00 OF WASTED NHS MONEY!!**

**Croft Medical Centre**

**1 Pomeroy Way**

**Chelmsley Wood**

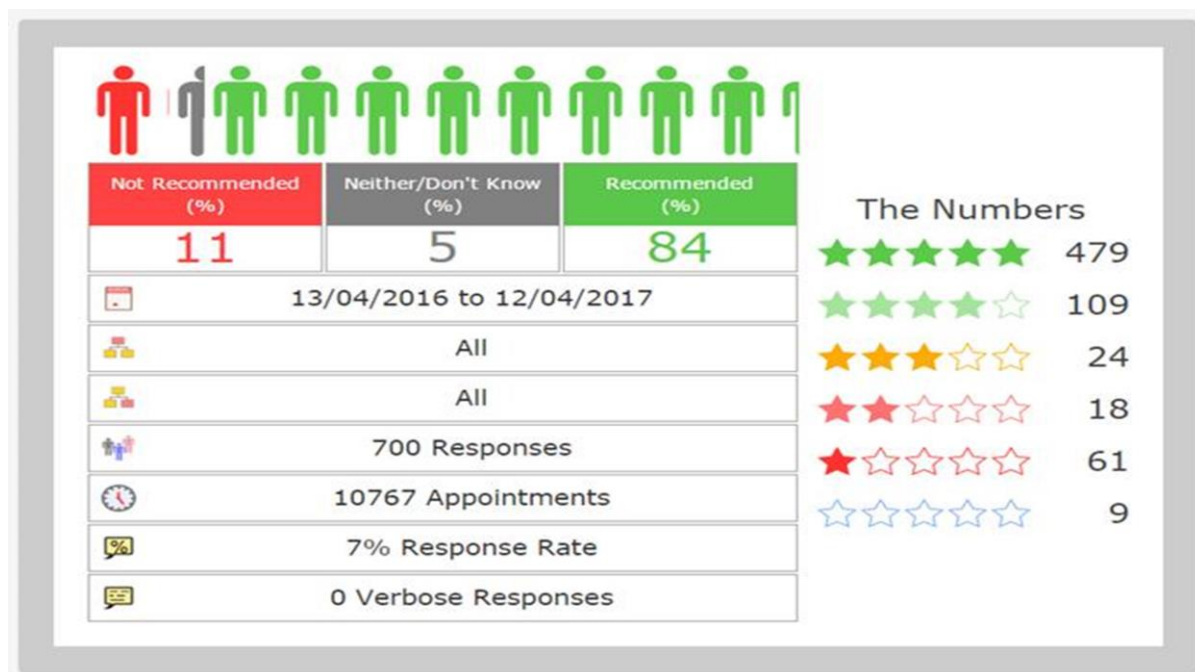
**Birmingham**

**B37 7WB**

**Tel; 0121 270 7180**

**Fax: 0121 770 7731**

## **\*\* FRIENDS & FAMILY RESULTS \*\***



On the 24<sup>th</sup> March the Surgery held a drop in information session for women affected by Breast Cancer. The event was organized by Sue Nightingale (Nurse Practitioner) and Jacqui Rea (Practice Nurse). The charity, Breast Friends, Macmillan Cancer Care and Dr. Crocker (retired Cancer Specialist) were also invited to help support the event and inform patients about the local groups where they can attend and gain more knowledge and to support them through their treatment and recovery. The event brought women together to discuss their worries, make new friends and ask the experts for advice.

***Cancer Care reviews are also available in Surgery now – please ask at Reception when you next visit.***

Breast Friends meet in Solihull every 2<sup>nd</sup> Tuesday of the month @ 7.15pm at:-

West Midlands Bridge Club,

909 Warwick Road, Solihull, B91 3EP