

The Crouch Oak Family Practice



Practice Contact: 01932 840123 – Website: www.crouchoak.nhs.uk – follow us on  @ The Crouch Oak Family Practice

Opening hours: Monday – Friday 08:00 – 18:30

The Car Park ANPR management has been a success for our patients and staff!

Since March 2025 we have been using a managed ANPR service for our car park and it has proved to be successful in deterring those who should not be using our spaces. We have received much positive feedback on this implementation. The car park is for patients to use when attending appointments. Please remember to register your car registration in reception on arrival so that you do not incur a penalty charge.

NEW Patient Engagement Meetings

We aim to run meetings every 2 months in the afternoon from 2.00 pm to 3.00 pm, beginning in April 2026. These meetings will be a chance for patients to learn how different Teams within the Practice work and who to see for what problems. We will also have educational talks such as taking control of your diabetes, asthma/COPD Management, women's health, childhood illness, stop smoking support and other areas to include lifestyle medicine. These talks will be provided by those working in the Practice along with outside agencies. We will notify patients of these events through our website, Facebook page, and internal posters. Please do come along to meet us and our PPG members for a cup of tea.

Changes in the Waiting Room



We have listened to patient feedback and hope that you have noticed that posters have been taken down in the waiting room and reception area. Also, a reading area has been created for our younger patients, and the windows have been dressed with flower stencils for a calming ambiance. All updated patient information is now available in antibacterial files on the corner table in the Waiting Room, please feel free to look through whilst waiting to be called for your appointment. We do still have a leaflet dispenser which is kept up to date with relevant information. The screen in the Waiting Room will soon be up and running with health focussed information, and will also have a patient call facility to alert patients when the clinician is ready for their appointment.

Find your nearest Defibrillator in case of an emergency

<https://www.defibfinder.uk/> - Enter your location, click on the icons for more info.

Get to know the Team

At Crouch Oak, we have a diverse and skilled workforce. You may be seen by one of our experienced team members, including, Nurse, HCA, GP Assistant, Physiotherapist, Advanced Nurse Practitioner, Paramedic Practitioner, Clinical Pharmacist, Mental Health Practitioner, Care Co-ordinator, or one of our GPs along with others. Also behind the scenes, our large Admin Team ensures everything runs smoothly.



Meet Sita who has recently completed her Nursing Associate training. Sita works alongside the Practice nurses in the Treatment Room.



Meet (from left) Nick, Information Systems Manager, Susan, Practice Manager and Claire, Assistant Practice Manager. All work hard to ensure the smooth running of the Practice for both patients and staff.

Join Our Friends of the Practice Group

Are you passionate about shaping the future of healthcare at your practice? Our **Friends of the Practice/Patient Participation Group (PPG)** plays a vital role in helping us better understand the needs of our patients. If you're interested in joining or learning more, please get in touch - we'd love to hear from you, or join us at one of our patient engagement meetings.

Contact our Chairman, Clive for more information: coppgchair@gmail.com

Patient Access from 1st October 2025

A directive from NHS England last October asked all Practices in the country to ensure that their website access was open from 8 am – 6.30 pm for patients to submit requests online for routine (non urgent) appointments, medication queries and administrative help. All requests are reviewed within 24 hours and based on clinical need patients are offered same day appointment, routine appointment on another day, advice or signposting to another healthcare professional, or the issue managed without an appointment e.g. repeat prescription. We have received positive feedback from patients. Below are Drs Adam, Sanchez and Menon along with Anne, Administrator, working in the Triage Hub. This is where all patient form requests are seen and acted upon throughout the day. On 13th February 2026, Dr Ben Spencer MP came into the Practice to see how our system worked – pictured below with Dr Kanag and Dr Chopra.



Children's MMRV Vaccine

The new MMRV vaccine protects against **measles, mumps, rubella, and chickenpox** — four highly contagious illnesses — with just one safe and effective vaccination. If you have any questions or worries, our nurses are here to listen and talk them through with you. Please contact us to book your child's appointment at the Practice.

NHS App – Download now

Order repeat prescriptions, view your health records, and receive messages from your Practice and hospital — all in one secure, easy-to-use place.

Practice Statistics – February 2026

Total number of face-to-face appointments	3,621
Total number of telephone consultation completed	5,361
Home Visits (not via Home Visiting Service)	35
Total number of prescription requests	9,181
Total number of Medication queries	830
Total number of Test Results processed	2,956
Total number of documents processed	5,107
Total number of telephone calls answered	5,431
Total number of Queue buster calls placed	431
Average wait time on calls:	Within 10 minutes
	81%
Total number of DNA's (patients who did not attend or cancel their appt)	154

March Focus ...

Brain tumour Awareness Month
 Ovarian Cancer Awareness Month
 1st Zero discrimination
 8th International Women's Day
 11th National No Smoking Day
 11th Young Carer's Action Day
 12th World Kidney Day
 13th World Sleep Day
 16-22 Nutrition and Hydration Week
 20th World Oral Health Day
 20th Red Nose Day
 21st International Day for the Elimination of Racial Discrimination
 21st World Down Syndrome Day
 30th World Autism Acceptance Week
 31st International Transgender Day of Visibility



End of Life Champions

Meet (from left) Nita, Kim, and Suzi who completed their training with Princess Alice Hospice as End of Life Champions. Kim is our primary lead and is here to offer initial support and resources to our patients during very difficult periods in their life.

If you would like information or need help finding the right resources, please don't hesitate to contact Kim at the Practice.