Newsletter No 5
November 2026

The Crouch Oak
Family Practice

Practice Contact: 01932 840123 – Website: www.crouchoak.nhs.uk – follow us on @ The Crouch Oak Family Practice
Core opening hours: Monday – Friday 08:00 – 18:30

WE ARE MAKING A DIFFERENCE - *A year of recognition, exceptional teamwork and putting patients first …….*

**OUTSTANDING TEAM IN PRIMARY CARE – WINNER 2026!

We are delighted to share that your local Practice - **Crouch Oak Family Practice** - has won the Royal College of General Practitioners – South West Thames Faculty Recognition Award 2026 for **Outstanding Team in Primary Care.** The Award was collected on behalf of the whole Team by Dr Steven Bews (GP Partner), Samantha Cudby (Clinical Pharmacist), Kirsty Cooper (Lead Practice Nurse) and Susan Gomersall (Practice Manager) on 13th November 2026 at a celebratory dinner.

This award recognises the dedication, compassion and teamwork shown across our Practice every day. Every role and every department contributes to the care we provide, and this achievement belongs to our whole team.



CROUCH OAK VISIT TO NO.10 DOWNING STREET

In July, Crouch Oak was invited to meet the Prime Minister's Delivery Unit, the Department of Health and Social Care and NHS England at No.10. Before our visit we had the pleasure of meeting with Dr Ben Spencer PM at his Parliamentary Offices. The discussions focussed on our approach to multidisciplinary working, our triage hub, continuity of care, referral pathways and the challenges patients can sometimes face moving between primary and secondary care. It was a valuable opportunity to share our experiences and ensure the voice of general practice—and our patients—was heard. The visit recognised the good work happening across the Practice: clinical and administrative colleagues working together to help patients access the right care, at the right time.

This visit was followed by a further visit from the No. 10 Delivery Unit to Crouch Oak in September. We were delighted to demonstrate how our triage and referrals systems operate in Practice. Importantly, our Team were able to share concerns and ideas for the future of Primary Care during a lovely Team lunch. We hope that the insights shared will inform future discussions and decisions at No. 10 and NHS England.



Outside No.10



Representatives from Crouch Oak outside the No.10 front door. From left to right – Tara Beard, Referrals Administrator, Dr Mary-Jo Sanchez, Susan Gomersall, Practice Manager, Clive Husselbury, PPG Chair, Dr Mohan Kanag,.

Join Our Friends of the Practice Group

Come and join our **Friends of the Practice/Patient Participation Group (PPG)** who play 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. Contact our Chairman, Clive for more information: **coppgchair@gmail.com**

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. If you would like any help with this, please enquire at Reception and we would be happy to help.

We are increasingly using the NHS App to send messages to our patients instead of SMS text messages. This helps reduce NHS spending on text messaging costs while allowing us to communicate with patients more efficiently. Ensure that notifications are enabled on your device so that you do not miss important messages from the Practice. If you do not have the NHS App, or if a message sent through the app is not opened within a set period, the message will still be delivered by SMS text message to your mobile.

Repeat Prescriptions

You can order your repeat prescriptions quickly and conveniently through the NHS App. Prescription requests submitted through the NHS App are sent directly into our prescribing workflow, reducing the amount of manual processing required by Practice staff. As a result, requests made via the app are often processed more quickly than those submitted using paper forms or our website request form.

Enhanced Access 2026

The Practice now has appointments from 6.30 pm to 8 pm Monday to Thursday, along with Saturday appointments 9 am – 5 pm. We hope that these appointments help our patients who may not normally be able to access the Practice during the week.

YOUR FEEDBACK REALLY MATTERS! 97.4% POSITIVE FEEDBACK

4,076 patients shared their experience with Crouch Oak between January and October 2026

81.8% - Rated their experience Very Good

15.6% - Rated their experience Good

Thank you for taking the time to share your feedback. Your comments help us understand what we are doing well and where we can improve. We are incredibly grateful for your support and remain committed to providing the best possible care for our patients.

Practice Statistics – October 2026

Total number of face-to-face appointments	1516
Total number of telephone consultation completed	3163
Home Visits (not via Home Visiting Service)	34
Total number of prescription requests	5012
Total number of Medication queries	594
Total number of Test Results processed	1452
Total number of documents processed	4782
Total number of telephone calls answered	5916
Total number of Queue buster calls placed	286
Average wait time on calls / Calls answered within 10 minutes:	3ms2s / 90%
Total number of DNA's *(patients who did not attend or cancel their appt)*	219

Find your nearest Defibrillator in case of an emergency

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

Spotlight …….



Meet Dr Rosalind Adam one of our Team of Clinicians. Dr Adam is a straight talking Yorkshire mum of 4 boys, who specialises in Lifestyle Medicine and Women's Health.

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Google Review

If you'd like to say "Thank You", give us a star rating and leave a review – search Crouch Oak Family Practice on Google and click "write a review"

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Pharmacies can be used as first point of contact for the 7 conditions below.

- Earache - 1 to 17 years.
- Impetigo - 1 year and over.
- Infected insect bites - 1 year and over.
- Shingles - 18 years and over.
- Sinusitis - 12 years and over.
- Sore throat - 5 years and over.
- Uncomplicated urinary tract infections - women 16-64 years.

Please contact the Pharmacy for these conditions before seeking advice from the GP.