



☀️ A MESSAGE TO OUR PATIENTS ☀️

Dear Patients,

It has been a while since we last communicated with you all, as life and work have kept us busy, as usual.

Dr Richard Foord retired in September 2025 after 30 years of dedicated service to Craneswater Group Practice. We thank him sincerely for his commitment to our patients and community, and we wish him a long, healthy, and happy retirement.

We are delighted to welcome two new doctors to the practice:

☀️ Dr Cynthia O joined the team in January 2025 after completing her training in Somerset.

☀️ Dr Sinan Al Khashab has returned to Craneswater after previously completing his GP training with us and working in local surgeries for the past five years.

We are very pleased to have them both as part of the Craneswater family.



♥️ WHY WE DO IT ♥️

Despite increasing pressures on general practice, helping patients remains incredibly rewarding.

Building relationships with patients and families over many years is one of the most valued parts of being a GP.

We are fortunate to work alongside a dedicated and supportive clinical and non-clinical team, and we are grateful for the kindness and understanding shown by so many of our patients.

👩‍⚕️ A DAY IN THE LIFE OF A GP 👩‍⚕️

Many patients may not realise what happens behind the scenes during a typical day at the surgery, so in this edition we would like to provide a small insight into the working life of a GP.

Most of our doctors work part-time, usually 2–3 days per week, to help balance professional and family commitments. However, the reality is that many of our working days are significantly longer than expected.

Most GPs arrive at the practice between 7:30am and 8:30am, often beginning the day with discussions with colleagues before clinics begin.

Our surgery teams are divided into:

👩‍⚕️ Duty Team

👩‍⚕️ Routine Clinic Team

The duty team is based at the Salisbury Road site and manages urgent care needs throughout the day.

🌻 THE DUTY TEAM 🌻		🌻 ROUTINE CLINICS 🌻
<p><u>GP1</u></p> <ul style="list-style-type: none"> • Reviews urgent patient queries • Triage approximately 100–125 Anima requests daily • Assesses home visit requests • Handles urgent prescriptions • Speaks with district nurses, paramedics, and healthcare professionals 	<p><u>GP2</u></p> <ul style="list-style-type: none"> • Supports urgent triage • Sees urgent face-to-face patients • Works alongside the nurse practitioner team 	<p>Routine appointments usually run:</p> <p>🕒 9:00am–1:00pm</p> <p>🕒 3:00pm–6:00pm</p>
<p>On average, we provide 20–40 urgent appointments each day depending on staffing levels and seasonal demand.</p>		<p>Appointments vary in length depending on patient needs and may take between 15–30 minutes.</p>
<p>However, consultations also involve:</p> <ul style="list-style-type: none"> ✓ Reviewing medical records ✓ Completing referrals ✓ Ordering tests ✓ Documenting consultations ✓ Arranging follow-up care <p>In addition to appointments, our GPs review each day:</p> <ul style="list-style-type: none"> ✓ 40 blood test results ✓ 40 hospital letters ✓ 40 patient-related queries and prescriptions 		

💙 SUPPORTING THE WHOLE PRACTICE 💙

Alongside patient care, our clinical team also:

- Supervises trainees
- Attends weekly practice meetings
- Keeps updated with NHS guidance
- Works closely with reception and administration teams
- Completes medical reports and coroner documentation

Home visits for housebound patients are often completed during lunch breaks, with many staff eating meals on the move between visits.

Although surgeries officially close around 6:30pm, many doctors continue working into the evening to complete the day's clinical workload safely.

☀️ SUMMER HEALTH ADVICE ☀️

- 💧 Drink plenty of water
- 🧴 Wear sunscreen outdoors
- 🕶️ Stay in the shade during the hottest part of the day
- 👒 Wear a hat in direct sunlight
- 🏠 Keep homes cool and ventilated
- ❤️ Check on elderly relatives and neighbours

People most at risk during hot weather include:

- Older adults
- Young children
- Pregnant women
- People with long-term health conditions

Further summer advice can be found here:

Beat the Heat – Staying Safe in Hot Weather

🌍 ☀️ 🌻 THANK YOU FROM ALL OF US 🌻 ☀️ 🌍

We hope you have enjoyed reading this summer edition of our newsletter.

In our next edition, we will introduce more of the different teams working within Craneswater Group Practice.

Until then — enjoy the sunshine, seaside air, and stay safe this summer.

☀️ From all the team at Craneswater Group Practice ☀️