

CRADLEY SURGERY
NEWSLETTER

Dr Patsy Dye
Dr Chris Spruce

November 2022



Farewell Doctor Dye!

Life moves on for all of us but Cradley Surgery survives. Not only survives, but has been voted the best in Herefordshire for 2 years' in a row now. Dr Patsy has decided to retire on this note and points out that our success is not hers, but because of the happy and tight little team that are here to help our community. All institutions need a repeated injection of new, young enthusiastic energy and we can ensure you that a smooth transition is already planned to follow on from what Dr Webster started in the 1930s, nearly 100 years' ago. Dr Spruce (from now on known as 'the old hand') remains for continuity.

Dr Patsy has worked hard to ensure the future of Cradley surgery and would just like to remind everyone. "I know life is incredibly busy and convenience is uppermost in all our minds, but one of the most important reasons that Cradley can do what it does well, is because of the income generated by the work in our dispensary. More income means more staff and more services. When you use an online delivery service or get your medication from elsewhere (under NHS rules this doesn't apply to patients who live within a mile of a chemist), this income is lost. If there is any way we can assist you, please discuss this with our dispensary."

Dr Patsy would like to personally thank all the lovely patients for their nice words, tolerance, jokes, teasing, cheekiness and fantastic gratitude in the face of health scares, fear, anxiety, frustrations and uncertainty. We are all navigating a changing health world which is becoming ever more complex.

Cheers for science, medicine, progress and reason.

To Doctor Dye...

"In the 8 years that I have worked with Dr Dye, I have learnt immeasurable amounts of useful medical and non-medical advice and guidance. She is a font of knowledge, integrity, moral and principle, in which I will deeply miss. In my close to 30 years of working as a nurse, I have yet come across such a hardworking, selfless doctor. She really is unique. It has been a joy and honour to have had these years to work alongside Patsy. Thank you Dr Dye.

Love Jennifer Hudson" (Nurse)

"I will miss Patsy, I have huge respect for her and appreciate the time she has taken to explain medical mysteries to me!" Jude Lee, (Secretary)

"A good spirit, thoughtful, always approachable. Always does the very best for her patients."- Caron Cooke, (Dispensary Manager.)

"Very sad to hear that Dr Dye is to retire soon. Cradley surgery and Patsy have given me and wife excellent service over the last 15 years. Wishing her all the best in her retirement. She will be greatly missed. Regards, Brian Calder and Teena Alltree." (Patients)

"I have had the great pleasure of working with Dr Patsy for nearly 9 years (First as Assistant Practice Manager and then as Practice Manager). She took a chance on me as I had zero NHS experience but lots of transferable skills, like being able to ride a bike uphill backwards, whilst it's on fire- the main skill required to be a practice manager as this is what a lot of days feel like! (Best job in the World though!)

I can say without a doubt that it has been a great pleasure to work with someone who shows such dedication and kindness to all. She is a dedicated boss to her team as she is to her patients. Her knowledge of the patients at Cradley is incredible and she always strives to do her very best for them at all times- often to her own detriment, ask her how many times she has been on holiday in those 8 years! Covid was a massive event for the whole world and we all had to learn quickly to work and operate in different ways, it's been challenging (see remark re bike on fire) but Dr Patsy has reassured, helped, offered cakes, answered phones, dispensed medications (amongst a lot of other things!) supported her team in many, many ways and we are all going to really miss her
From me, I want to say that your strength of character , your determination to always do your very best for every person you come into contact with (even if they don't think it's the best thing for them at the time) and your kindness and understanding are characteristics that I aspire too and I have the upmost respect for you and I feel honoured to have learnt so much from you these 8 years + (even if you told me after being here 3 years I couldn't say I was new anymore!). You deserve a rest from us all, we just wish it didn't mean you had to retire to do it.

I wish you all the best for whatever the next chapter holds – don't forget we like chocolate and New Zealand wine as well, if you are passing! Go and enjoy your new found freedom without a nagging Practice Manager (Don't tell Dr Chris and Dr Peter that bit!) Love, Kirsten Jonathan. – (Practice Manager.)



"Many of you will already be aware that Dr Dye has announced her intention to retire at the end of November 2022. This is sad news to us all, although we must concede she has certainly earned the chance of a rest after all her dedicated years of hard work and commitment to Cradley Surgery and the local community. Her experience and clinical knowledge have been an invaluable asset to the surgery. I will certainly miss being able to nip across the hallway to pick her brains about difficult clinical conundrums. She also has a marvellous sense of fun that I can assure her will be missed to an equal extent!"

The last few years have seen particularly challenging times in General Practice, and I have found Dr Dye's continued determination, stamina, and perseverance truly remarkable. Morale can be fragile in times like these, yet Dr Dye has somehow maintained a smile and sense of calm throughout, much to the benefit of those around her, myself included. She has built a wonderful team and a successful practice here at Cradley and we are extremely fortunate to have had her here for so long. She has been an excellent colleague and personal mentor to me, and I would like to offer her a very heartfelt thanks for all her support, kindness and generosity over the years. Thank you."

Dr Spruce, (GP)

"Knowledgeable"-
MK

"Great sense of humour"-
ZM

"Professional"-
MK

"Patient centered"-
MK



"The hardest worker,
ever!"-
ZM

DR PATSY DYE

"Kind"-
ZM



"Conscientious"-
MK

"Caring"-
MK

Dispensary

Apologies for mentioning the “C word”, just a reminder to please not order extra medication over Christmas.

We are open to pick up routine monthly orders every day except the bank holidays and asking for it early puts huge pressure on our dispensing staff. Please don't panic. We are open between Christmas and New Year and after New Year and you won't run out!
Thank-you for your help with this.

The Dispensary opening times are stated below:

Monday

09.00 to 13.00 and **14.00 – 17.00**

Tuesday

09.00 to 13.00 and **16.00 – 18.00**

Wednesday

09.00 to 13.00 and **14.00 – 17.00**

Thursday

09.00 to 13.00 and **16.00 – 18.00**

Friday

09.00 to 13.00 and **14.00 – 17.00**

Website:

We are constantly updating our website and you may find this a useful first port of call for information relating to opening times and the services we provide etc.

Welcome Doctor Clegg!

As we say a fond farewell to Dr Dye, we would also like to welcome our new doctor, Doctor Peter Clegg.

Some of you may recognise Dr Clegg who has been at the surgery many times doing Locum work. Doctor Clegg will join Doctor Spruce at the Cradley team.

Flu and Covid Clinics

Our Saturday flu clinics were very well attended and we have vaccinated nearly 700 people so far.

Once again we would like to thank those friends, neighbours and relatives who brought patients to the surgery to receive their vaccinations at the clinics.

Winter is coming

Please ensure that your elderly relations are kept warm and hydrated, especially if the heating is on. Urine infections caused by or aggravated by dehydration is a major cause of hospital admission.

We are aware that the elderly sometimes avoid drinking so that they don't have to get up to go to the loo! This is a very worrying and potentially dangerous thing to do, (it causes falls as well). Also please take extra care in colder weather conditions, especially ice on the roads!

