

Frequently Asked Questions (cont)

Will there still be a dispensary at the Ellesmere site?

Yes, there will still be a dispensary in Ellesmere and we will continue to offer dispensing services and free delivery to eligible patients.

Will I still be able to get an urgent appointment on the day?

Yes. We will offer urgent, on the day access in both Ellesmere and Whitchurch.

Will I still be able to use Patient Online Access?

If you are a Churchmere patient then Patient Online Access will still be available post 1st April 2021.

If you are a patient transferring from Dodington, despite our best efforts, we are unable to automatically transfer your access. However you can

download the NHS App or alternatively reapply for Online Access. Please be aware it will take some time for the Churchmere team to register all the patient who would like access to medical records again.

Your Comments/Feedback

We value your opinion so please let us have your comments or feedback via email.

Churchmere Medical Group

Dodington Surgery

Phone:
01948 662033
01948 320044

Website:
www.dodington surgery.co.uk
www.churchmere.co.uk

E-mail:
churchmere.admin@nhs.net
dodington.admin@nhs.net

Churchmere Medical Group and Dodington Surgery

Patient Information Leaflet

Practice Merger

Introduction

Churchmere Medical Group and Dodington Surgery are pleased to confirm that we will be merging on the 31st March 2021 following the announcement that GP Partners, Drs Ruth Clayton and Andrew Rogers will be retiring from practice.

This will secure GP services for all patients, make possible a range of new innovative services and develop sustainable ways of working.

We are aware that our patients may have questions about the merger and some of these are answered in this leaflet.

There is no action for Dodington patients to take. Medical records will automatically be transferred to Churchmere Medical Group and from 1st April 2021 they will provide your primary care services.

Frequently Asked Questions

How do I contact the practice?

Telephone: 01948 320044 / 01691 242222

Website: www.churchmere.co.uk

Email: churchmere.admin@nhs.net

Will I be able to see a GP in Whitchurch and Ellesmere after the merger?

Yes, Churchmere Medical Group will continue to operate its current three sites, two of which are in Whitchurch. Patients will be able to choose where they are seen, subject to clinical need and appointment availability.

How do I request an appointment with a GP?

If you are requesting an appointment or advice for a new problem or concern, please complete an eConsult online if you have internet access: <https://www.churchmere.co.uk/econsult>

The aim is that you will get a response from a clinician by the end of the next working day either by telephone consultation, email, prescription or from a member of the team offering an appointment.

If you do not have internet access, you can still speak to one of the Patient Service Advisors and arrange an appointment but you will be asked more detailed questions, in strictest confidence, about the problem so it can be dealt with most appropriately by the right person.

Will the staff in my practice remain the same (clinical and admin)?

Some Dodington staff will transfer and work from Churchmere Medical Group from 1st April 2021. Therefore you will see and speak to many of the same staff, but also meet some new faces.

How can I order my medication?

Telephone: 0333 358 3509

Email: shropshire.pod@nhs.net

Alternatively you can down the NHS App. For more information please follow this link <https://www.nhs.uk/nhs-services/online-services/nhs-app/about-the-nhs-app/>.