

March 2024



# Churchmere Medical Group Newsletter

## **Understanding General Practice**

Our newsletter is designed to help patients understand how a GP practice works and to ensure patients are aware of what services are available and how to access them. We also aim to respond to feedback we receive from our patients.

# Accessing your GP Surgery

The majority of feedback we receive is around access to the Practice. There are multiple ways to access and here is an explanation of each.

## Telephone

We have recently changed our options when you call the practice.

Option 1 - to order repeat prescriptions

Option 2 - to book an appointment (then option 5 to request a call back)

Option 3 - for any other query

## eConsult

eConsult can be used to request help for routine health problems. You can also use it to request sick notes, test results or any other administrative help.

How eConsult works—you can access eConsult via the NHS app or on our practice website. You will get a response by the end of the next working day.

### Step 1

Feel unwell, or have a request for the practice?

### Step 2

Choose the relevant section for your need or request.

### Step 3

Fill out the information requested and submit your eConsult. Questions may change depending on what you input.

### Step 4

Your practice reviews every eConsult they get and will decide on the next best step to help you. This means you may not need to visit the practice for an appointment.

More information on how to use eConsult can be found on their website.

[www.econsult.net/nhs-patients/how-to-use-econsult](http://www.econsult.net/nhs-patients/how-to-use-econsult)

# NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view you NHS number
- use NHS 111 online to answer questions and get instant advice or medical help near you

## POD - Prescription Ordering Direct

The easy way to order your prescription - Email the team at [shropshire.pod@nhs.net](mailto:shropshire.pod@nhs.net)

Information the team will need:

- Registered GP practice
- Full name / Date of birth / first line of address / contact number
- Name of drug, strength, dose and formulation (tablet, cream, inhaler etc)/ How many days of each medication you have left
- Nominated pharmacy

You can still order repeat medication via the telephone following the steps on the previous page.

## Primary Care Paramedics

Many GP surgeries across the country have recognised the valuable resource of paramedics as part of their team. We now have paramedics working alongside GPs at Churchmere Medical Practice too as part of the primary care team.

Michelle and Alan are our paramedics who work with the GPs, nurses and rest of our team to provide urgent and ongoing care to our patients.

They are responsible for our home visit triage list and selected same day telephone calls. They carry out majority of our home visits with support from our GPs and they also work closely with the care homes in our area.

Michelle and Alan have made a great addition to our wide ranging team and by bringing their own extensive skills and knowledge to the Practice it has enabled us to create more capacity for GP appointments.

We are very grateful for having such a wonderful team working with us.

## Logo Competition

With the opening of the new health centre in Whitchurch in Summer 2024, we need you to help design a logo for our medical group. The winning design will become part of our brand image for Churchmere Medical Group and will appear in our signage, website and publications.

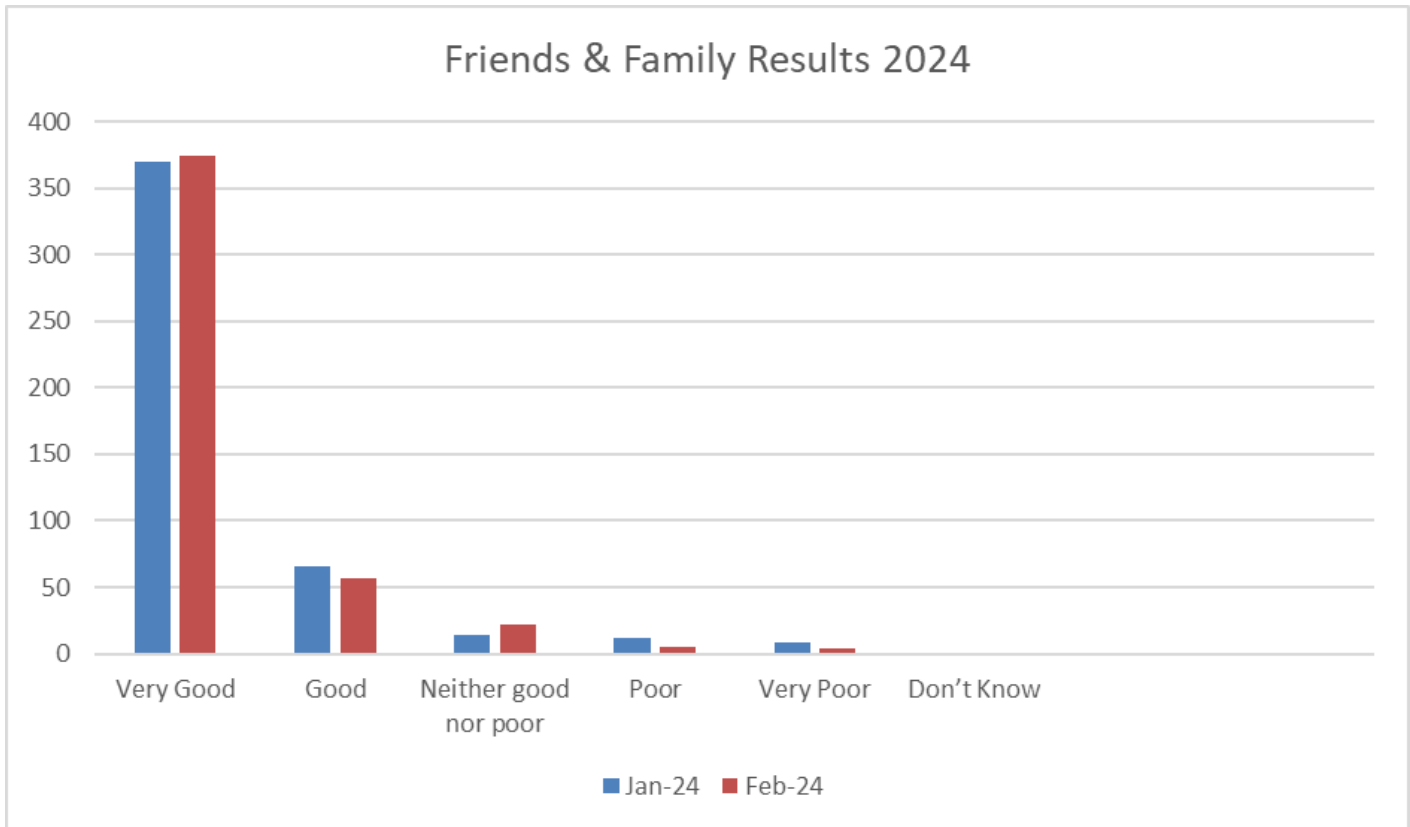
The competition is open to all residents within the Churchmere Medical Group catchment area. Enter by emailing your entry to: [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net) (mark your entry as LOGO COMPETITION). Closing date: 24 May 2024

See website for the design brief - [www.churchmere.co.uk/news-3](http://www.churchmere.co.uk/news-3)

# Friends & Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Our Results this year so far:



# Patient Participation Group

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

If you are interested in joining the PPG please email [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net)

---

## Churchmere Medical Group

Trimpley Street  
Ellesmere  
Shropshire  
SY120DB

Bridgewater Street  
Whitchurch  
SY13 1QH

Phone: 01691 242222 / 01948 320044