

April 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.

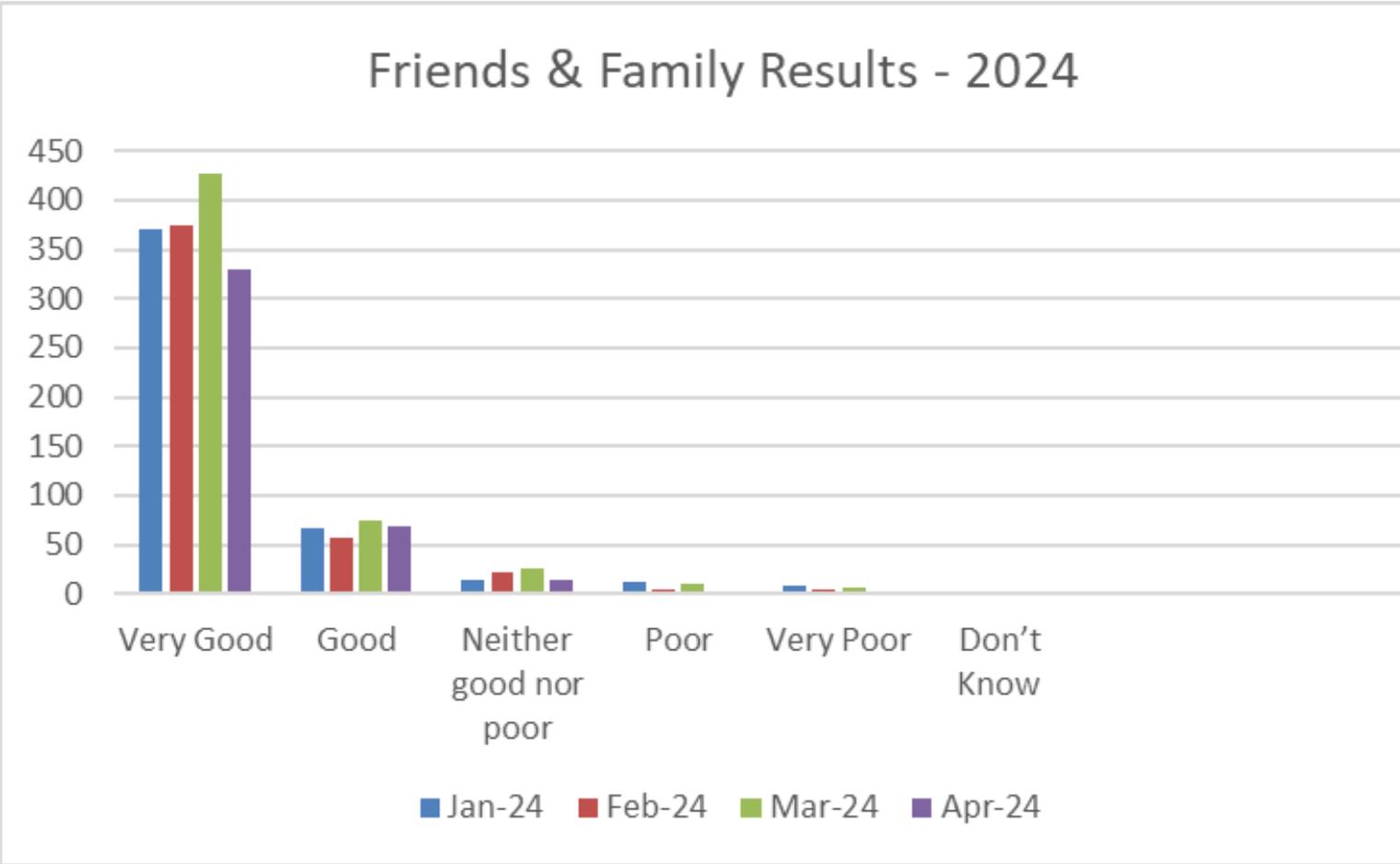
# Friends & Family

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 for January - April 2024

Friends & Family Results - 2024



## Patient Feedback

There has been a trend in patient feedback from our friends & family test, which is regarding clinicians running late for appointments.

Unfortunately things out of our control can happen during the day and emergency situations to crop up. We do apologise if you have had to wait longer than you should have for your appointment. We do advise that you speak to the receptionist if you have been waiting longer than 20 minutes for your appointment, they will then be able to provide you with an update.

# The Clayton Health Centre

We are expecting to open the Clayton Health Centre in August 2024.

The new health centre at Pauls Moss will allow us to continue to provide our service from new purpose-built premises, offering scope to provide much more to our patients, depending on local need and appropriate funding.

This will complement, and certainly not replace, our current service in Ellesmere with the aim to offer equitable care across north-east Shropshire.

We are excited to see the new building taking shape and for us to settle into a new and more comfortable environment for patients and our dedicated staff.

There will be 21 clinical rooms within the new centre, an additional 10 rooms to the current provision at the Bridgewater and Claypit Street sites.

There is still time to enter our logo competition. Closing date is 24th May. For your chance to have your design as part of our brand imagine and will appear on our signage, website and publications, and also win a £50 amazon voucher, please email your entry to [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net) (mark your entry as LOGO COMPETITION)

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

# Community Care Co-ordinator

Did you know we have a community care co-ordinator? Jemma's role is responsible for connecting people who need, social, practical or emotional support, with the appropriate services and organisation in your community. Receiving the right support can have a huge positive impact on a person's physical and mental wellbeing.

Jemma can also:

- Tell you how to find and arrange support at home if you or someone you care about can no longer manage daily tasks.
- Refer you to the community occupational therapist and physios, who can help you acquire mobility aids/equipment and arrange home adaptations.
- Direct you to befriending organisations/volunteer schemes who can help combat loneliness and isolation.
- Inform you about local veteran support groups and charities.
- Introduce you to services that offer support and guidance for Carers. Including referrals to the Admiral Nursing team, who support those who care for someone with dementia.
- Offer information about local activities and interest groups. She can also talk to you about day centres in your area, drop-in sessions, friendship, and social groups, toddler and baby groups,
- Put you in touch with services who can help with your finances and benefits.
- Give you information on local food share schemes and food banks.

# 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)

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