



# Churchmere Medical Group

## Patient Newsletter

### Edition 2 - July 2024

***Welcome to the July edition of our patient newsletter.***

I would like to open this newsletter by thanking our patients for all the lovely feedback we have received about our new look newsletter – we are genuinely thrilled to receive the feedback and to read your comments and suggestions.

We have also begun to receive some gorgeous photographs for our competition – we have been blown away by the standard of the entries and we look forward to receiving more entries and displaying them in our patient areas soon.

In this edition of the newsletter, you will find some handy hints from Kim our Lead Pharmacist if you are going on holiday soon, we will find out more about two of our GP Partners and we have lots of interesting information on the role of our Patient Service Advisors.

As ever, we welcome your feedback and thoughts on any items you would like to see in this, your newsletter.

Olivia A Barker  
Patient Services Manager



Integrated Care System  
Shropshire, Telford and Wrekin

NHS  
Shropshire, Telford and Wrekin

Community pharmacy teams can now help you even more



## A day in the life of a Patient Services Advisor

Hello, my name is Koran and I am a 'Patient Service Advisor' here at Churchmere Medical Group. I have worked for Churchmere for almost 4 years starting off as an Apprentice in December 2020. The role of a Patient Service Advisor is a challenging, yet rewarding role, we help hundreds of patients daily with the booking of appointments, general queries and making sure that our patients are navigated to the right service for their problem. I also look after the Spirometry appointments; Spirometry is a lung function test which tests for asthma and COPD. I help the nurses by booking these appointments and keeping a record of the patients who require this test.

### **My Daily routine looks like this:**

- ❖ Our morning starts by logging onto the computers, checking emails and the patient task box. I like to check what appointments we have available for the day so I can prepare myself for how best to signpost our patients.
- ❖ Depending on my rota I will be doing something different every day, I might be answering the phones in our call centre or answering queries from patients at the reception desk. Generally, I ensure that I offer excellent patient care wherever possible.
- ❖ Usually around mid-morning I may check my spirometry list, I check if patients can be booked for spirometry which involves checking if they have had the required tests and also checking patient availability. I will send the booked patients a questionnaire which needs to be completed prior to the appointment.
- ❖ I look at our patient tasks and if we have something urgent that needs dealing with, I will deal with that if the call queue is low. The tasks box is always monitored in surgery time by whomever is doing our admin tasks, and this includes managing our e-consults.
- ❖ Around 1pm I will have my lunch and then move onto the front desk to cover this until 2pm when the doors reopen, and the phone lines return to the practice from 111.
- ❖ Some afternoons I am on PSA admin, this is where someone from the PSA team will monitor the e-consult list and add this onto the duty doctors list to be reviewed.
- ❖ After 3pm I will move on to urgent tasks, I will go through all our urgent and non-urgent tasks and make sure they are actioned, I always focus on urgent tasks first and then move on to routine tasks.
- ❖ We stay on the phones until 6pm and then patients are directed to 111 or A&E for acute emergencies. We then start our closing routine to make sure the practice is safely locked up and ready for the next day.



## Dr Kiera Vaughan (MB ChB)

*During my induction period I had the pleasure of posing some questions to some of our GP Partners and in this month's issue of the newsletter I am delighted to share what I discovered about Dr Kiera Vaughan...*

### **When and where did you graduate from?**

I graduated from Keele Medical School (Manchester Degree) in 2011

### **What are your medical interests Dr Vaughan?**

I have a special interest in Musculoskeletal conditions, Women's Health and Neurology – such as headaches/migraines/movement disorders.

### **What was the most dramatic moment in your life to date?**

My most dramatic moment was working in A&E in Liverpool!

### **Do you prefer an adventure holiday or relaxing on a beach?**

I enjoy a mix of hiking/swimming/skiing when on holiday so 'Adventure' for me.

### **What would you say is your greatest achievement to date?**

My greatest achievement has been successfully growing a productive vegetable patch and learning to make sourdough bread!

### **And finally, what makes you laugh?**

Funny cat videos always make me laugh!

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## Think Which Service.....

In the last edition of the newsletter, we shared information on why you may be directed to the Pharmacy in the first instance – this service is called Pharmacy First and is part of the NHS campaign which is called ‘Think Which Service’ to help practice staff and our patients think more about the correct patient pathway - here is some further information.

Think ‘Pharmacy First’ for help with common conditions including:

- Sinusitis
- Sore throat
- Earache
- Infected insect bites
- Impetigo
- Shingles
- Uncomplicated urinary tract infections in women.



Find out more:

<https://www.shropshiretelfordandwrekin.nhs.uk/news/think-pharmacy-first-when-seeking-help-for-summer-conditions-say-county-health-leaders/>



Walk-in service for urgent care



Urgent medical help or advice that isn't life-threatening



Symptoms that won't go away



Life-threatening emergencies



Health advice and over the counter medicines



## **Important information for all patients of Churchmere Medical Group 'There is no excuse for abuse.'**

Instances of abusive and bad behaviour are a growing concern within our GP practices across Shropshire, Telford and Wrekin. We are appealing to everyone to please remember the pressures our healthcare professionals are facing and to be respectful and kind when speaking to them.

Abusive behaviour is never acceptable, and it will not be tolerated. It is upsetting and demoralising and only serves to deepen the problem. Sadly, we hear far too regularly that our staff face abusive and bad behaviour whilst they are trying to do their jobs. This has a negative impact on their ability to do their roles to the best of their abilities and can have a knock-on effect on family and friends too.

We understand frustrations, but please be aware that demand for appointments, telephone consultations, and waiting lists have all increased. To try to manage this, the hours worked by our GP staff have also grown to manage the demand we are experiencing.

Every patient who contacts their GP practice is triaged and signposted to the most appropriate service or treatment for them at that moment in time. This might mean seeing someone face-to-face, whether that is a GP or another healthcare professional who can help with the issue. It might also mean a quick and convenient telephone consultation, advice over email or signposting to another service such as community pharmacy.

For those seeking help from their GP practice, please help us by providing as much information as possible when you get in touch, either online or over the phone. This helps the practice to provide you with the right service in the right timescales.

**Please remember  
our NHS services  
rely on the sheer  
hard work and  
dedication of our  
teams. Please  
consider this when  
you next contact  
the practice.**



**NHS**  
Shropshire, Telford  
and Wrekin

“ Being shouted at is demoralising. It plays on your mind for the rest of the day... ”

**! #NoExcuseForAbuse**



## Friends & Family Test Update

In the month of June, we sent out 1,992 text messages as part of the NHS Directive for feedback which is known as the 'Friends and Family Test'. The response rate was low at 25% and we are really keen to increase this and to collate more feedback from our patients.

Statistics			Overall, how was your experience of our service?					
Date	FFT Sent	% Response Rate	Very Good	Good	Neither	Poor	Very Poor	Don't Know
Jan-24	2226	21%	79%	14%	3%	3%	2%	1%
Feb-24	2270	20%	81%	12%	5%	1%	1%	0%
Mar-24	2366	23%	79%	14%	5%	2%	1%	1%
Apr-24	2121	20%	79%	17%	3%	1%	1%	0%
May-24	2050	23%	78%	17%	3%	1%	1%	0%
Jun-24	1992	25%	82%	14%	1%	2%	1%	0%

To encourage more feedback, we will be placing posters around our three health centres – these can be used by scanning the QR code with the camera on your smart phone – you will then be presented with our feedback question. If you don't have a smartphone then you can ask the receptionist for a 'Friends and Family Test' form or you can wait to receive the text message which will be delivered to your phone 24hrs after your appointment. We are hoping that this will encourage participation. It is only by receiving feedback that we can learn lessons and improve our services and don't forget we enjoy your positive feedback messages as well.

## Launching Our Photographic Competition

Are you a keen photographer who is passionate about taking photos in and around Ellesmere and Whitchurch?

With the launch of the new health centre in mind we are looking to celebrate the photographic skills of our patients by printing your pictures and displaying them on the walls of both the Ellesmere and the Whitchurch Health Centres.

We would like you to send in your photos of the local area and a selection will be printed and displayed around the buildings. Please send your entries to [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net) along with a title for the image and your full name as these will be displayed as well.



## Going on Vacation?

Then please see these important notes from our Lead Pharmacist.

- Remember to order your medicines in plenty of time and to let us know if more than normal is required. We need time to process your prescription request and for the pharmacies to issue it.
- Remember to **TAKE** your medicines with you when you go away! We have many panicked requests from patients who are on holiday and have forgotten to pack their medicines. Sadly, there is often little we can do to help.
- *Freestyle Libre patients* – ensure you take a spare monitor with you just in case (these can be ordered from the manufacturer if you don't have a spare).
- Always check how your medicines should be stored if you are travelling to a hot country!
- If you are taking any medication classed as a 'Controlled Drug' i.e. Morphine, Pregabalin, Gabapentin, Tramadol, Oxycodone etc you will need to take the **Right-hand side** of your prescription with you as this will have your details and your medication details together.
- Have a wonderful holiday!



### Advanced Notice of Practice Closure for Training

Please be advised that the practice will be closed on Wednesday 5<sup>th</sup> September 2024 for training. The practice will close at 1pm on Wednesday 5<sup>th</sup> September and re-open at 8.30am on Thursday 6<sup>th</sup> September.

If you have a clinical need during this time, please call 111 or for a more routine matter please visit your local pharmacy.



## Dr Sarah Farr(MB ChB)

*During my induction period I had the pleasure of posing some questions to some of our GP Partners and in this month's issue of the newsletter I am delighted to share what I discovered about Dr Sarah Farr...*

### **When and where did you graduate from?**

I graduated from Birmingham in 2000.

### **What are your medical interests Dr Farr?**

I have a special interest in and enjoy Palliative care and Diabetes.

### **What was the most dramatic moment in your life to date?**

My daughter going missing on a shopping trip when she was a toddler!

### **Do you prefer an adventure holiday or relaxing on a beach?**

Adventure holiday - I am not very good at doing nothing for very long!

### **What would you say is your greatest achievement to date?**

Completing the London Marathon-twice (and appearing on Supermarket Sweep the original series with Dale)!!

### **And finally, what makes you laugh?**

My Family!

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