



Churchmere Medical Group

Patient Newsletter

Edition 3 - August 2024

Welcome to the August edition of our patient newsletter.

Hopefully, you have received correspondence recently advising of our move to Total Triage from the 9th September. In this newsletter you will find more information on the new system as well as some handy tips and a link to a video which will help show you how to complete the eConsult form.

In this edition we also look ahead to our vaccination clinics as well as meeting with Dr Venables and Dr Nick Von Hirschberg to find out more about them!

Finally, I am delighted that we can also take a moment to congratulate Anna, Angela and Dr Francombe on their length of Service at Churchmere Medical Group!

I hope you enjoy this month's newsletter.

Olivia A Barker
Patient Services Manager



Integrated Care System
Shropshire, Telford and Wrekin

NHS
Shropshire, Telford and Wrekin

Pharmacy First

...is an important new scheme which offers patients timely access to NHS services through community pharmacy teams.



NEW ONLINE APPOINTMENT BOOKING SYSTEM AT CHURCHMERE MEDICAL GROUP

We know from your valued feedback how difficult it can be to get through to the practice on the telephone to arrange an appointment. Despite increasing our phone line capacity and employing more patient services advisors to take calls, waits can still be long at peak times.

So, from 9th September 2024 patients will be asked to submit an online form to contact the practice rather than phoning or coming into reception to book.

The form is clearly displayed and available on our website. It can be accessed via a smart phone, computer, or tablet. Once received our clinical and admin teams will review the forms, and patients will be contacted with the appropriate appointment or advice.

This model of practice is called Total Triage and helps us to prioritise urgent care and utilise the many members of our skilled primary care team appropriately.

Below is a link to the form:

<https://www.churchmere.co.uk/econsult>

If you do not have access to a smartphone, or computer, or are unable to use the online form you will still be able to telephone the practice. A patient services advisor will be able to submit the form on your behalf by completing it with you over the telephone. However, it will greatly improve access on the telephone if all those patients that CAN use the online form do use it. Completing the form online will be quicker than waiting on the telephone.

For more information on how to submit an eConsult please click on the link below and this will take you to an instructional video.

You can begin to use the eConsult system now if you wish.

You can click on the link below:

<https://youtu.be/NjvxkpjazGc>



Dr Hannah Venables (MB ChB)

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

When and where did you graduate from?

I graduated from the University of Liverpool in 2017.

What are your medical interests Dr Venables?

I have a special interest in women's health, mental health and palliative care.

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

I love an adventure holiday - I would get bored spending too much time lying on the beach.

What would you say is your greatest achievement to date?

My greatest achievement to date is probably graduating from university and finishing my GP training to become a fully qualified GP.

And finally, what do you enjoy in your spare time?

In my spare time I enjoy spending time with my two sausage dogs, reading and interior design.

Churchmere Medical Group		
Ellesmere site Trimpley Street Ellesmere Shropshire SY12 0DB	Bridgewater site Drumcarrig Bridgewater Street Whitchurch SY13 1QH	Claypit site Whitchurch Community Hospital, Claypit Street Whitchurch SY13 1NT
Tel: 01691 242222 / 01948 320044		
Email: churchmere.admin@nhs.net		



A day in the life of a Medical Secretary.....

Hello, my name is Laura. I am a 'Medical Secretary' here at Churchmere Medical Group. We are a team of 10 who deal with all incoming post, emails, referrals as well as various other administrative tasks.

We also each have our own individual responsibilities which we refer to as 'jobbing', for example I deal with Cervical Screening administration to ensure the correct individuals are invited for screening. I also deal with a portion of the private forms we receive, processing Firearm Applications as well as DWP requests. This is just a small portion of the work we complete behind the scenes to ensure our patients receive the best care possible.

- Our morning starts with logging onto the computer and phones, to then check our emails as we have regular updates and changes made to improve our service.
- Depending on my rota I usually do something different every day. I tend to start my day with allocating test results that we have received to the clinicians. These results can include bloods, swabs and radiology results along with various others.
- During this time, another member of the team actions our 'Out of Hours' inbox. This is where we receive all correspondence regarding 111 calls patients have made. We code these with the appropriate problems and where necessary send them to a clinician for review.
- Following this I will either be on emails, post or tasks. We receive many emails from other health care professionals, patients and third parties. We try to clear the inbox every morning and afternoon, ensuring that all urgent enquiries are dealt with as soon as possible. Whilst on emails we also respond to any online forms that have been submitted through our website.
- In the afternoon we action any post received. We read through each letter and decide where the most appropriate place is for it to go. For example, if a medication has been changed for a patient, we would send this to our Medicines Management team. Each letter we receive must be filed correctly and coded. Coding is where we ensure each diagnosis and various results are added to a patient's record to ensure it is as accurate and as up to date as possible.
- Some mornings I am required to action the task inbox, this is where we receive various tasks from other members of the practice. This can be to chase a hospital letter or result. It can be to send a document or results to another healthcare professional, or to type up a letter to send to a consultant or a patient.
- Other members of the team also complete tasks relating to referrals. They send referrals through our E-referral system as well as directly to hospitals. They type up the referral letters that clinicians have dictated and ensure the correct proformas are completed.
- As previously mentioned, we each have our own 'jobbing'. This is usually on the rota for us to complete once a week but sometimes more. We have individuals that deal with child immunisations, safeguarding, ordering and recording meeting minutes.
- Towards the end of the day one of the team allocates new test results that have been received ready for the following morning.

My role as a Medical Secretary can be very demanding but it can never be described as boring!



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



The Medical Examiner

From the 9th September there will be a new statutory Medical Examiner system in Shropshire, it is important that all patients understand the implications of this should you be in the unfortunate circumstances following the death of a loved one.

What is the Medical Examiner Service?

Following the death of someone in the community, the death will be referred to a Medical Examiner. Medical Examiners are senior doctors who provide independent and proportionate scrutiny of all non-coronial deaths in England and Wales – this is to improve the accuracy of the medical certificate; cause of death and they are also available to meet with the bereaved family to establish if they had any concerns with care before death.

From 9th September, Medical Practitioners will be able to complete an MCCD if they attended the deceased in their lifetime. This represents a simplification of the currently which was a referral to coroner if a GP had not seen the patient within 28 days.

Advanced Notice of Practice Closure for Training

Please be advised that the practice will be closed on Wednesday 4th September 2024 for training. The practice will close at 1pm on Wednesday 4th September and re-open at 8.30am on Thursday 5th September.

If you have a clinical need during the closure, please call 111 or for a more routine matter as detailed above please visit your local pharmacy.

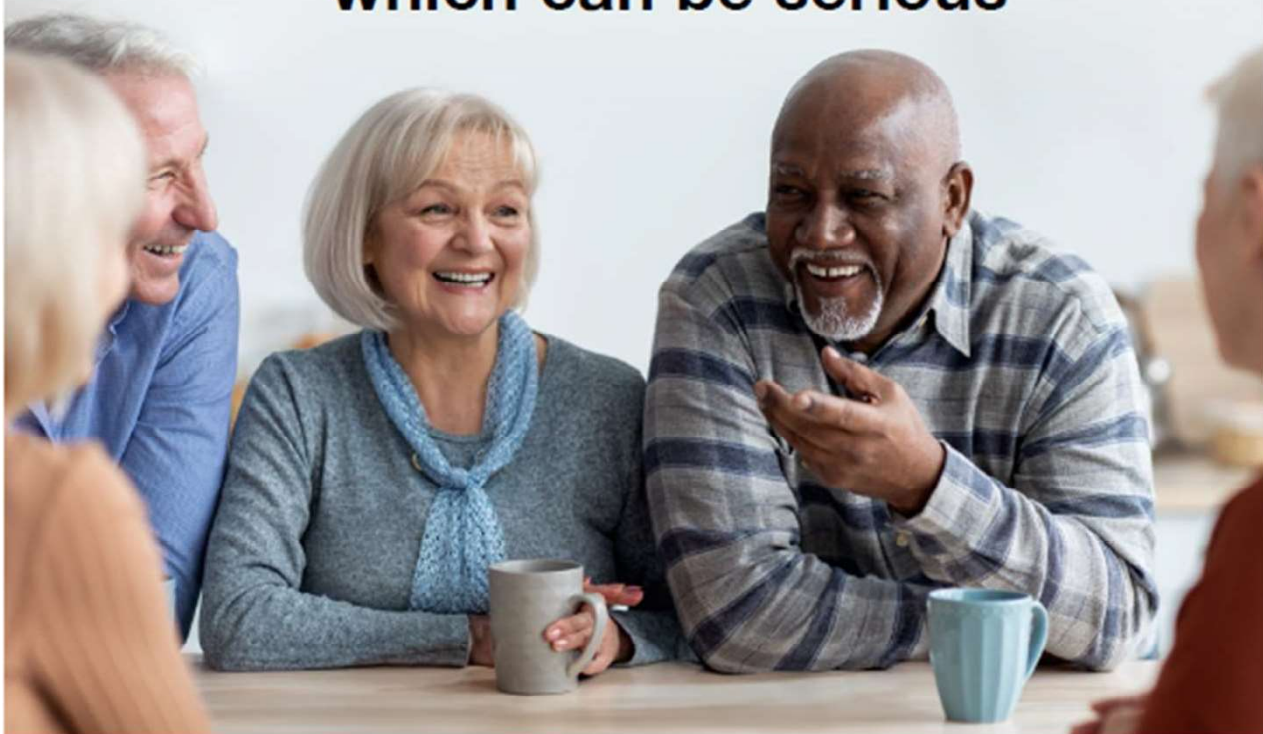


UK Health
Security
Agency

NHS

Have your RSV vaccine to help protect you

RSV can cause pneumonia which can be serious



Your GP will invite you for your free RSV vaccination if:

- You turn 75 years of age on or after 1 September 2024
- You are already aged 75 to 79 years old on 1 September 2024

For more information on the RSV vaccine you can read this leaflet here:
www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-vaccination-for-older-adults or **speak to your practice nurse, GP or health team.**



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NHS Long Service Awards

This month we have three members of staff hit their milestones.

- ❖ Dr Carey Francombe has been with the Practice for 5 years.
- ❖ Angela Lavella has been a Patient Services Advisor with the practice for 5 years.
- ❖ Anna Williams our Dispensary Manager (pictured below) has been here for 10 years

Well done to our three long servers, we are lucky to have you with us!



Anna Williams, Dispensary Manager receiving her 10 year award from Assistant Practice Manager Chloe Morgan.





Friends & Family Test Update

In the month of July we have seen an increase in our Friends and Family Test response so thank you so much to everyone who has taken the time to complete the survey after visiting one of our health centres.

To make it even easier for you, we have now placed posters around our three health centres which contain a QR code – if you have a smartphone, you can scan the code and complete the Friends and Family Test on your way out of the surgery, so you no longer need to wait for the SMS message to arrive.

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%
Jul-24	2027	27%	77%	16%	3%	2%	1%	1.50%

In the month of July our response rate rose to 27% which is fabulous. In the month we also noticed a slight dip in the 'Very Good' rating and a rise in the 'Very Poor' however as you may recall this was the month in which we encountered the worldwide major IT outage which affected two days of appointments, and this has been reflected in the Poor / Very Poor and Don't Know comments as well as response ratings!

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 along with a title for the image and your full name as these will be displayed as well.



**Why not try our eConsult service today...
No need to wait till the 9th Sept.**



**No more hanging on the phone to
contact our practice.**

Next time submit an eConsult
online, wherever you are, for free.
If you need an appointment
we'll arrange one with you.

- Visit our [practice website](#) or
- Download the [NHS APP](#) or
- Go to: <https://patients.econsult.health>





Dr Nick Von Hirschberg (MB ChB)

This month, I managed to catch up with Dr Nick who has been a Partner at Churchmere Medical Group for many years now... here is a selection of snippets from our conversation.

When and where did you graduate from?

I graduated from Leicester University in 2002.

What are your medical interests Dr Von Hirschberg ?

I have a special interest in Paediatrics and ENT problems.

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

When my children were born - life has never been the same since!

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

Adventure Holiday - need activities, I get bored just sitting all day.

What would you say is your greatest achievement to date?

My Kids!

And finally, what makes you laugh?

Comedians! Such as Ricky Gervais & Frankie Boyle.

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