

CONTACT US

Ellesmere site: Churchmere Medical Group Trimpley Street, Ellesmere, SY12 0DB
Tel: 01691 242222

Bridgewater site:
Churchmere Medical Group 'Drumcarrig'
Bridgewater Street, Whitchurch, SY13 1QH
Tel: 01948 320044

Claypit site:
Churchmere Medical Group Whitchurch Community Hospital,
Whitchurch, SY13 1NT
Tel: 01948 320044

Email: churchmere.admin@nhs.net

Website: www.churchmere.co.uk

Facebook: <https://www.facebook.com/ChurchmereMedicalGroup>



CHURCHMERE MEDICAL GROUP

An Introduction to our Services

**Trimpley Street
Ellesmere
Shropshire
SY12 0DB
Tel: 01691 242222**

**'Drumcarrig'
Bridgewater Street
Whitchurch
SY13 1QH
Tel: 01948 320044**

**Claypit Street Site
Whitchurch
Community
Hospital Whitchurch
SY13 1NT
Tel: 01948 320044**

An NHS Training Practice

This practice is within the Shropshire Clinical Commissioning Group area

WELCOME

Churchmere Medical Group serves Ellesmere, Whitchurch and the surrounding areas. We care for over 20,000 patients across our whole practice area.

We operate from three different sites including Ellesmere, 'Drumcarrig' on Bridgewater Street and Whitchurch Community Hospital (Claypit site).

Our clinical team consists of GPs, Nurses, Healthcare Assistants, Mental Health Nurse Practitioners, Pharmacist and Pharmacy Technician. Our wider team includes Patient Service Advisors, Administrators, Dispensers and Management. We also have a Community and Care Co-ordinator to support patient with non-medical needs.

MISSION STATEMENT

"Our mission is to provide high quality, caring and patient centred services whilst embracing change, delivering innovation and creativity alongside the traditional values of family general practice."

NEW PATIENTS

If you wish to register with us, please complete a Registration Form on our Practice Website. [Register with a GP surgery \(gp-registration.nhs.uk\)](https://www.nhs.uk/gp-registry/). If you are already in the surgery or cannot complete this online then you can collect a Registration form from reception.

If you have any questions prior to registering, please telephone, email, or ask at reception

LOCAL NHS SERVICES

Shropshire NHS Walk-in Centre

Urgent Care Centre,
Royal Shrewsbury Hospital, Shrewsbury, SY3 8XQ Open
8.00 until 20:00
Tel: 01743 261138

Minor Injuries Unit

Oswestry Health Centre,
Thomas Savin Road, Off Gobowen Road, Oswestry, SY11 1GA
8.30 - 18:00 Mon - Fri
8.30 - 13:00 Sat & Sun
Tel: 01691 663617

Whitchurch Community Hospital,
Claypit Street, Whitchurch, SY13 1NT
9:00 - 17:00 Mon - Fri
Closed Sat & Sun
Tel: 01948 660834



PATIENT PARTICIPATION GROUP

The Patient Participation Group is a group of patients' representatives that meet with members of the practice in order to learn from each other and discover ways in which, together, a better service can be provided.

For more information contact the Practice.



COMPLIMENTS AND COMPLAINTS

We make every effort to give the best service possible and that is why your feedback is important to us.

We would like to know when you have been impressed or pleased with our service. We can use these examples to share best practice amongst our staff.

Equally, we would like to know if you are unhappy, as we would wish for the matter to be settled as quickly, and as amicably as possible.

To pursue a compliment or complaint please contact the practice who will deal with your feedback appropriately.

PATIENTS CHARTER

Our doctors and staff work to ensure that:

- You will be seen on the same day if you need to be seen urgently.
- You should be seen within 20 minutes of a booked appointment or given the reason for the delay.
- Your treatment will be fully explained to you.
- You will be listened to and treated courteously
- Your medical and personal records will stay strictly confidential.
- like to make a suggestion or complaint.
- You will have wheelchair access.
- We have an attitude of zero tolerance towards all violent and/or abusive patients.

We will not tolerate any threatening, abusive or violent behaviour towards any of our staff or patients.

Violent or abusive patients will be struck off the list, asked to leave the premises immediately and reported to the police.

PRACTICE OPENING TIMES

The **Ellesmere** site is open:

Monday - Friday 8:15 - 18:00 (closed 13:00 - 14:00 you can still contact the practice by phone if urgent)

The **Bridgewater** site is open:

Monday – Friday 8:15 - 18:00 (closed 13:00 - 14:00 but you can still contact the practice by phone if urgent)

The **Claypit site is open:**

Monday 8:15 - 18:00

Tuesday 8:15 - 18:00

(closed 13:00 - 14:00 but you can still contact the practice by phone if urgent) **Please check our Facebook and our website for our most up to date opening times for our Claypit Street Site.**

APPOINTMENTS

Total Triage

Our practice operates a Total triage system. 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.

Completing the form online will likely be quicker than waiting in the call queue for our team and will mean the telephone lines are available for those patients that do need support completing the form. Often when you complete the form yourselves the clinician gets more detailed information about your condition/medical concerns which is helpful.

<https://churchmere.webgp.com/>

For clinical queries we will respond by the end of the next working day or the same day if it is urgent. For administrative queries we will respond within three working days.

For planned practice nurse or healthcare assistant appointment e.g. injections and dressings you continue to phone the practice and book these directly. There is no need to complete an eConsult form.

If you cannot complete the eConsult online form please be assured that you can still contact the practice and a member of the patient services team will complete the form on your behalf. To do this they will have to ask questions about your medical concern. This is so that they can pass on accurate information to the clinician triaging your request. All our staff are bound by the same confidentiality policies and are asking these questions so that we can ensure you get the care/treatment you need.

DISPENSARY OPENING TIMES

We have a dispensary at our Ellesmere site that is open:

Monday - Friday 8.00 - 18:00

Please speak to one of our receptionists to find out if you are eligible to be a dispensing patient. The Dispensary also offers a delivery service for those unable to collect their medication.

EVENINGS AND WEEKENDS

At all times when the practice is closed, including bank holidays please contact **NHS 111** for urgent advice and treatment by dialling **111**.

If your condition can not wait for 1½ hrs this is likely to be an emergency. Please dial **999** Eg: Choking, Chest Pain, Blacking out, blood loss.

OUR GP TEAM

GP Partners

Dr Mark Willis (m)

Dr Nick von Hirschberg (m)

Dr Gary Branfield (m)

Dr Sarah Farr (f)

Dr Nadia Tharib (f)

Dr Adam Pringle (m)

Dr Kiera Vaughan (f)

Salaried GP'S – Dr Carey Francome (f), Dr Richard Price (m), Dr Michele Wall (f), Dr Helen Johnson (f), Dr Lucy Fletcher (f), Dr Hannah-May Elmasry (f), Dr Hannah Binks (f), Dr Beth Robinson (f), Dr Alex Cooper (m)

PRACTICE/TRIAGE NURSES

Sister Fiona Jarman, Sister Steph Smith-Pearse
Sister Nicola Tiltman, Sister Clare Martin-Jones,
Sister Clare Wilson, Sister Alice Evans, Sister Julia Baldwin,
Sister Cheryl Hinks, Sister Rose Rudder, Sister Becky
Newson, Sister Abigail Houlbrooke

HEALTHCARE ASSISTANTS

Kelly Wood-Jones, Laura Roberts and Shola Ife

ADVANCED PARAMEDIC PRACTICIONER

Alan Rice and Michelle Hughes

MENTAL HEALTH NURSE PRACTICIONERS

- Barbara Jones looks to offer support, advice and guidance around all areas of mental health. She will be able to provide brief intervention and self-help material, discuss medication and refer to specialist Mental Health teams if required and lifestyle/dietary advice. This includes all areas of mental health including low mood, anxiety, low self-esteem, distressing lifeevents, or other difficulties you would like help with.

MEDICINES MANAGEMENT TEAM

Our Practice Pharmacist Kim Pearsall sees patients for medicine reviews and is also a specialist in hypertension management.

There is also **Natasha Evans**, Pharmacy Technician who supports with the management of medicines. **Toni O and Laura S** offer prescription administration support for the medicines management team.

PATIENT SERVICE ADVISORS

When you contact the practice you will speak to a 'Patient Services Advisor' who is trained to arrange an appointment with the most appropriate person depending on your need and urgency.

They are your first point of contact and committed to confidentiality. They may have to ask for additional information to be able to assist you. Patient Services Advisors are part of the multi-disciplinary team and help to identify and signpost patients to available services, acting as a link between the patient and clinical team. The team are also responsible for working alongside the clinicians to deal with all incoming e-consultations and ensuring that they are directed to the most appropriate team within the practice. As well as dealing with incoming requests they also contact our patients to arrange follow-up appointments, repeat tests and pass on information from the clinical team.

Patient Services Advisors, like all members of the team, are bound by the same confidentiality rules. Thank you for your support.

CARE CO-ORDINATORS AND SOCIAL PRESCRIBING TEAM

Our team consists of Jemma and Mitchell. Social prescribing is a way in which you can be helped to link with a range of local, non-medical activities, opportunities and support that can improve your health and help you to 'live life to the full'. These activities, opportunities and support are typically provided by locally based, voluntary and community sector organisations. Whether you need help at home, want to discover more about local activities or find out about benefits and support services that exist, they can help you.

If you would like some help and support, please contact the Practice and we can arrange for our co-ordinator to give you a call. Alternatively email churchmere.admin@nhs.net

TELEPHONE SYSTEM

Did you know that our telephone system allows you to press option 5 to receive a call back? This saves you waiting on the phone in our call queue. Our feedback from patients about this service is very positive and it has been a much-welcomed new addition to our telephone system.

HOME VISITS

Our clinicians typically see four to five patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible.

However, if this is not possible we can visit you at home. Please ring before 11am to arrange a home visit and let us know if your condition is urgent.

The need for home visits is based on the clinicians' judgement of the severity of the illness and transport problems and is at their discretion at all times.

TEST RESULTS

Please call for test results after 14:30.

For confidentiality test results can only be given out directly to you unless we have your written consent to discuss your medical records with another named person.

PATIENT SERVICE ADVISORS

Alison C-J, Gill K, Angela L, Carol C, Stella J, Julie H, Koran C, Rebecca W, Nicola R, Lucy D, Rebecca B and Alina L are here to help you. They deal with all phone calls and arrange patient follow up appointments as well as many other administrative tasks. Their job is very demanding, so please be patient. **Debbie R** – is our clinical rota manager and is responsible for effectively managing our clinical appointment templates across all of our sites.

PCN STAFF

Jody Dennis Mental Health - Occupational Therapist

Annali Hindle - Dietician

Elayne Higgins - Cancer care co-ordinator

Alan Rice - Paramedic Practitioner

Michelle Hughes - Paramedic Practitioner

PRACTICE MANAGEMENT

Jenny Davies - Managing Partner

Chloe Morgan - Assistant Practice Manager

Paula T - Practice Support and Finance Manager

Elaine A—Data and Quality Assurance Manager

Jessica G— Practice Operations Manager

Kerry S – Administration Manager

Olivia B – Patient Services Advisor Manager

DISPENSARY

Claire J, Jessica W, Kathryn L, Anna W, Rosemary O, Helen B and Mike A handle all repeat prescriptions as well as dispensing medication to patients and dealing with prescription queries.

ADMINISTRATION STAFF

Kerry S, Sharan J, Debbie C, Sarah M, Holly R, Caitlin R, Victoria M, Laura V, Stacey G and Trudy T handle all aspects of administration work. They deal with all incoming and outgoing correspondence, including scanning letters onto the patient record. They also summarise new patient records and process all referrals to secondary care. Jane B is part of our practice performance team and part of their job role includes inviting our patients in with chronic diseases for their annual reviews.

Helen and Jools are part of our registration team and responsible for ensuring a smooth process for all patients joining or leaving our practice.

TEXT REMINDER SERVICE

We have a texting service to send confirmation/reminders about your appointments. Please ensure we have your correct mobile number.

CANCELLING APPOINTMENTS

Please let us know if you no longer need or are unable to make your appointment so that it can be offered to another patient. You can cancel by calling us, sending us an email or replying with the word 'CANCEL' to your appointment reminder text message.

FRIENDS AND FAMILY TEST

If you have a mobile number on your record you will receive a text message after your appointment so that you can provide feedback. This helps us to understand how our services are working for our patients.

NAMED ACCOUNTABLE GP

From 1st April 2015 as part of a government initiative patients are now allocated to a named accountable GP. This is the GP Partner that is recorded in your records as your usual GP. **You can still see or speak to the GP of your choice** as you currently do now. If you would like to know who your allocated GP is then please contact the practice.

CLINICS

We run a range of clinics. For further details, please call us or see our website

By Appointment with the Doctor:

- General medical services
- Non-NHS examinations
- Maternity services
- Minor operations
- Child health surveillance

By Appointment with the Practice Nurse:

- Well Woman and cervical smears
- Repeat treatment checks
- General health advice
- New patient checks
- Blood pressure checks for out of range blood pressure
- Tetanus, 'flu and other adult injections
- Clinically required and high risk bloods.
- Dressings and removal of stiches

By Appointment with the HealthCare Assistant:

- New patient checks
- Dressings and stitch removal
- Blood pressure checks for out-of-range blood pressure
- ECG recordings
- Essential, clinically required and high risk blood tes

COMMUNICATION

The practice regularly uses ACCURX to send text messages to patients and most people are familiar with these services.

ACCURX also allows the practice to email you securely and we will be using this facility as part of our communication strategy.

We want to let you know what the email from the practice looks like so you can be assured this is not spam mail.

The subject message will state 'Churchmere Medical Group has sent you a message'

The email address will read as ACCURX1, NO-Reply (ACCURX LIMITED)

'Please do not reply to this email address as it will NOT be delivered to your practice'

PRESCRIPTION ORDERING

For patients registered with a Shropshire GP practice, you can e-mail: shropshire.pod@nhs.net or use the following link: www.shroptelpod.nhs.uk **OR CALL 033 33 583 509**

You will receive an auto-response and you will be asked to provide ALL of the following information in your request.

If it is not included, they cannot guarantee that it will be processed:

Registered GP practice:

Full name:

Date of birth:

First line of address:

Name of drug, strength, dose and formulation (tablet, cream, inhaler etc):

How many days of each medication you have left:

Nominated pharmacy:

Your contact number:

If you are ordering on behalf of someone else, you also need to provide the following information:

Your name:

The POD team does not store or hold your personal data, so it is important that you provide all of the relevant information in every request. Without this, staff may be unable to process your request.

Once processed, you will receive a confirmation and your prescription should be available to collect at your nominated pharmacy within four working days.

ENHANCED ACCESS

What does this mean?

The way GP services are provided on evenings, weekends and bank holidays is changing. From 1 October 2022, appointments will be made available outside of normal practice hours, to include weekday evenings, weekends, and bank holidays. Some of these will be provided at the practice and some at local hubs.

Things that won't change are:

- The overall number of hours that need to be provided for patients.
- The hub locations, for face-to-face appointments, still need to be convenient to patients.
- The type of appointment – a mixture of face-to-face and remote (telephone, video, online) appointment will be available.
- Appointments will continue to be available with GPs and Practice Nurses in addition to other healthcare roles.

We hope that this will allow patients to book appointments at time that may be more suitable for them.