



Churchmere Medical Group

Patient Newsletter

Edition 5 - October 2024

Welcome to the October edition of our patient newsletter.

As the leaves start to turn and fall from the trees our thoughts turn to autumn, flu vaccines and log fires – but maybe not in that order.

We have held two very successful flu clinics in the month of October and administered over 3,000 vaccines – thank you to all our volunteers and the thousands of friendly patients who made our Saturday mornings great fun! If you attended one of the clinics you will also have seen representatives from the Blood Bikes, they were delighted to join us, and they raised £634.00 through your donations on the day. A special thank you to all the lovely patients who brought treats for the team – thank you we did enjoy them!

**Olivia A Barker
Patient Services Manager**



Have your say...

We have now sent out a patient survey on all things Total Triage / eConsult. We are very keen to hear your experiences if you have contacted the practice since the 9th Sept 2024.

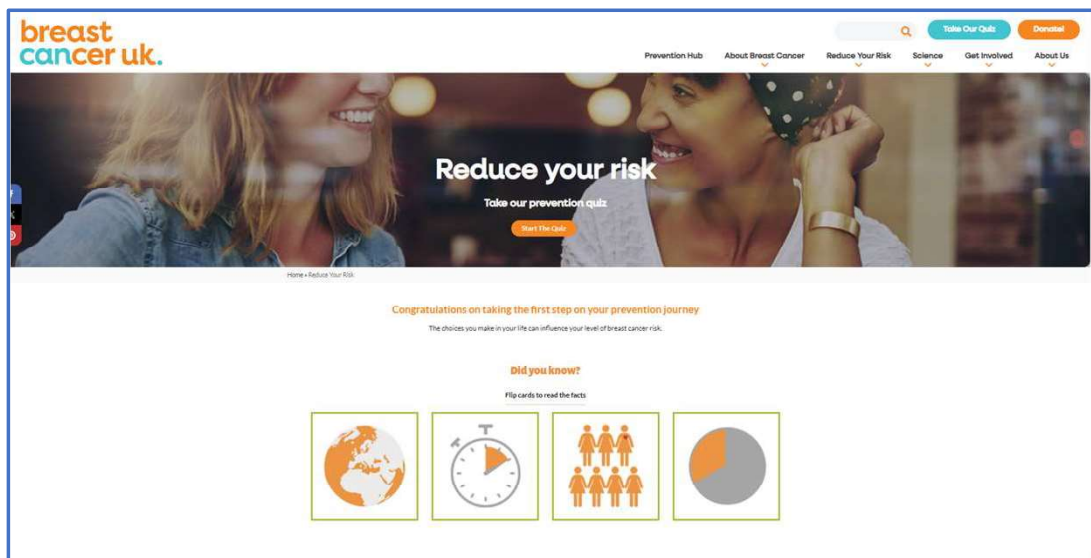
It is only from your feedback that we can continuously improve, and we have already made changes to the eConsult system based on your feedback. ***Please respond to the survey by Thursday 4th November.***



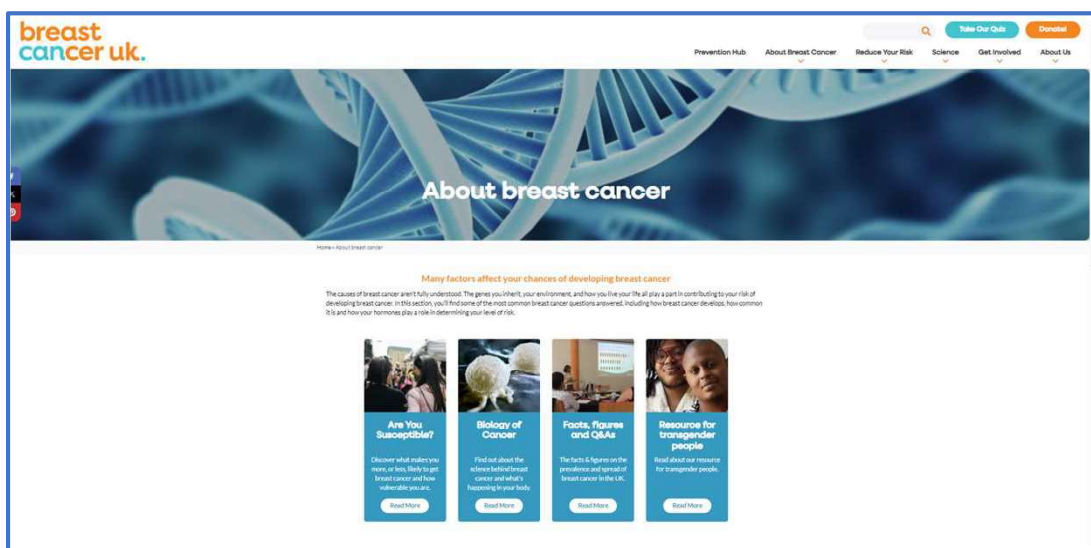
Breast Cancer Awareness Month

Sadly, we all know someone touched by breast cancer, October is Breast Cancer Awareness month, so we have taken a look at the Breast Cancer UK website to find some top pages for you to read over a coffee...

The breast cancer website is a rich resource of useful information to help you **reduce your risk**:



Find out more **about Breast Cancer**:



There is so much information on the website and lots of ways to help them raise money as well.



Are you looking for a new career?

Would you like to work in healthcare?

Why not join our fantastic team of clinical and non-clinical professionals and you could be making a difference to the lives of patients within your local community whilst enhancing your own career and enjoying a fabulous range of benefits.

Our current vacancies are:

GP Assistant

A GP Assistant supports our GPs in both clinical and non-clinical ways including note taking, performing routine tests on patients, taking part in multi-disciplinary meetings, liaising with external agencies and supporting the GP with wound care and immunisations.

Patient Services Advisor (Full and Part Time Hours available)

Are you a confident and customer-focused administrator, who's passionate about great customer service? Then you could be just who we're looking for. Join our fantastic team of Patient Services Advisors and be part of a talented team, doing incredible work within our practice.

Healthcare Assistant

The healthcare assistant will deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education this can include patient health checks, wound care, supporting GPs during minor ops, acting as a chaperone and phlebotomy services.

If you would like to find out more about any of these vacancies, please email churchmere.admin@nhs.net and the relevant manager will be in touch.



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



A day in the life of our Operations Manager.....

Hello, my name is Jess and I am Operations Manager here at Churchmere Medical Practice. I have held this role now for 6 years.

My role as Operations Manager is very varied from day-to-day.

My normal day starts with checking my emails and urgent tasks. I respond to any queries from patients regarding online access issues and support with registration queries. I also respond to any IT queries during the day and any equipment or building maintenance issues.

I also complete the following tasks:

- Patient Searches on our system to ensure that patients are getting the correct screening at the correct time i.e cervical smears
- Online Access Applications
- Organise monthly meetings/agendas
- Update Practice Policies
- Waste Management Audits
- Staff Inductions and Training/Overviews
- Practice Audits
- Implement new software/systems/processes
- Ensure Mandatory Training is up-to-date
- Update the Practice Website/Leaflets/Patient Waiting Room Screens/Internal Signing in Sheets/Wallboards
- Ensure IT issues are completed within a timely manner

Within these tasks, I am also on hand to help support both non-clinical and clinical teams with any queries ranging from technical or general support/queries.



What should I submit an eConsult for?

At the recent Patient Participation Group, we had an interesting discussion around eConsult. Not only did the members of the Patient Participation Group give us some rich feedback but also it became apparent that our patients may need some further details on what to submit an eConsult for and what you should ring the practice for.... So hopefully the table below will provide some clarity.

When to complete an eConsult

- To discuss a new medical condition
- Arrange an appointment with a GP
- Arrange an appointment with our Mental Health Team
- To discuss changing medication or side effects from medication
- To arrange a sick note or sick note extension
- To arrange for any administrative forms to be completed

When to call the practice

- To discuss a health concern for a child under 6mths
- Simple prescription queries
- To book a blood test / immunisation / routine injection
- If you have been contacted by the practice to book your annual review
- If you have been left a message to call the practice
- To commence a travel vaccine programme



Friends & Family Test Update

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%
Aug-24	1941	29%	78%	17%	4%	1%	1%	0%
Sep-24	1789	25%	77%	17%	3%	1%	1%	0.88%

In the month of September our Friends and Family Survey response rate dipped slightly to 25%. Despite the slight dip in responses the results remain high with the **Very Good** response accounting for 77% of all responses. In the month of September, we did note an increase in the **Don't Know** response with a few patients commenting that they got a text reminder for their appointment after the appointment time. Our Operations Manager (Jess) is looking into this along with AccuRx who send our texts out on our behalf. We do appreciate you taking the time to complete these surveys and please do remember that you can use your smartphone in surgery to complete the Friends and Family Test via the posters in the waiting rooms.

RSV Vaccines

If you are eligible, you will have received notification that you need to contact the surgery to book your RSV Vaccine. RSV can cause pneumonia, so it is vital that pregnant ladies and patients between 75 and 79yrs old (on 01/09/2024) have this vaccination. Please call the team today and we will book your appointment.



Congratulations

In September we were delighted to receive the news that Lucy Davies had not only completed her apprenticeship but passed with a ***Distinction***. Lucy joined Churchmere Medical Group in September 2023 and at the same time commenced a Level 2 Customer Service Practitioner Apprenticeship. Lucy juggled her apprenticeship learning with her role here at Churchmere and she has gone from strength to strength. Her fantastic result is testimony to her hard work and dedication, and we look forward to a long and successful career for Lucy.



Lucy Davies
receiving her
certificate with
Olivia Barker
Patient Services
Manager

Could you follow in Lucy's footsteps?

Are you struggling to know what to do with your career, would you like to be earning a salary whilst benefitting from a City & Guilds Apprentice at the same time?

If so, then why not consider a Customer Service Apprenticeship with Churchmere Medical Group – for more information contact

Olivia Barker Patient Services Manager or speak to Lucy !



Why not try our eConsult service today...



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>

