



Churchmere Medical Group

Patient Newsletter

Edition 6 - November 2024

Welcome to the November edition of our practice newsletter.

Firstly, I would like to thank all our patients for their understanding over the last couple of weeks – with the bad weather and staff sickness we have had a reduced number of receptionists available to take calls and it has been ‘all hands to the deck’ but your patience has been fantastic and much appreciated.

In this edition we are so very happy to reveal our new logo and our winner! We hope you love the new logo as much as we do, and I am sure you will see it appearing around our health centres soon.

I am hopeful that in our festive edition of the patient newsletter I will be able to give you an update on Clayton Health Centre in Whitchurch.

Olivia A Barker

Patient Services Manager





Introducing our new logo...

Back in the Spring, we asked you, our patient population to design a new logo for the next exciting chapter of the Churchmere Medical Group legacy.

We are delighted that at the end of October we were able to invite our winner **Lola Klass** to our Bridgewater Health Centre to preview the digital version of her design, meet some of the management team and to receive her prize.

Lola is a student at Bishop Heber High School Malpas, and she loves art and design. On announcing the winner Jenny Davies (Managing Partner) said. 'We received some fantastic entries to our competition, but Lola's design stood out to the partners as we felt that it encapsulated all that we stood for as a medical Group. Lola is a very talented individual and we wish her every success in her art studies'.

Our new logo will feature on all our marketing collateral as well as at our new Health Centre in Whitchurch and will also be part of the refurbishment plans for the ground floor at Ellesmere.

Well done Lola we are delighted with our new logo.



Pictured is our winner Lola, with Dr Kiera Vaughan and Elaine Ashley who co-ordinated the competition.



Children in Need

On the 15th November you may have noticed that some of the staff were wearing 'Pudsey' ears and non-uniform!

This was all in a good cause and to support the National Children in Need day. We also had a cake sale at lunch! In total we managed to raise nearly £100 for this marvellous cause.



Thank you....

We would like to thank all our patients who completed the recent Total Triage Patient Survey. We received over 2,500 responses and we are currently reviewing all the responses to enable us to continuously improve our services.

There were two themes which stood out, the first was a concern over the elderly and disabled patients who may not have online access – please be assured that these patients can still phone the practice, and we will assist them to complete an eConsult or make an appointment. The second was around confusion over when a patient should complete an eConsult and when they should call the practice – hopefully, the guide on page 7 of this newsletter will help with this. We will update again next month with further feedback from the survey.



A day in the life of Catharine

My Name is Catharine, and I am the Cancer Care Coordinator for Churchmere Medical Group.

As Cancer Care Coordinator our role is to offer non-clinical support to patients who have been newly diagnosed with a cancer.

We work to promote and improve uptake within national screening programmes such as Breast and Bowel screening, we educate and promote earlier diagnosis through screening and lifestyle options and we support patients from the first point of referral, during treatments and living well after a diagnosis.

Our service may begin with a letter or telephone call from your GP Practice where an appointment is offered, and patients can choose to engage face to face at the surgery or over the telephone.

At the initial appointment we take time to listen and understand the patient's situation regarding their diagnosis and what is important them. By identifying key areas of importance or concern we can tailor our assistance accordingly.

Some of the areas that we can assist in (though not exhaustive) are:

- Being the first point of contact in your GP practice
- Emotional, physical and financial support
- Holistic needs and therapies available across the county
- A cancer care review
- Navigation of the journey ahead

.....Continued overleaf



A day in the life of Catharine Faithful

An example of the services we can refer into include:

- The iCan Cancer rehabilitation programme run by a team of experienced NHS physiotherapists. [iCan | Our Appeals | Lingen Davies Cancer Fund](#)
- The Living Well and Beyond Sessions which are informative full day sessions that run once a month throughout the county.

[Living With and Beyond Cancer App - NHS Shropshire, Telford and Wrekin](#)

- The Hamar Centre counselling services based at Royal Shrewsbury Hospital. [The Hamar Centre – SaTH](#)
- Macmillan Welfare and Benefits - <https://www.sath.nhs.uk/patients-visitors/advice-support/macmillan-cancer-support/>
- Other services within the practice such as social prescribing, dietician, pharmacy, carers support and mental health services.

Also, within our role as Cancer Champions we promote conversations around screening, represent the Cancer Care Coordination Service at Health and Wellbeing Events across North Shropshire and continually research and keep updated with cancer support services throughout Shropshire.

Your Cancer Care Co-ordinators are Cath and Elayne, and we are based in Churchmere Medical Practice on a Monday, Tuesday and Wednesday.



Colds – Some handy tips from Sister Jarman

Colds, flus and other respiratory illnesses are often more common in colder months. People are indoors more often, allowing viruses to pass more easily from one person to another, and the cold, dry air may weaken resistance. If you're coughing and sneezing this winter, how do you know if you have a cold or something more serious? Do you need antibiotics? Are you contagious?

Common Cold

What is it? Your nose and throat are infected. Your ears may also be infected. How did I get it? Somebody coughed or sneezed near you, or you touched a contaminated surface, like a doorknob. More than 200 viruses can cause colds. The most common is the rhinovirus.

How I feel: Yucky. You probably have a runny nose, scratchy throat, low-grade fever, fatigue, chills and aches. And you probably are sneezing and coughing.

What should I do? You probably know that there's no cure for the common cold. Decongestants, cough drops and antihistamines can help with symptoms. Rest and liquids may speed your recovery.

How long will it last? A few days to several weeks.

When can I go back to work? Most people are contagious for about a week, starting the day before they have symptoms. If you feel well enough to continue working, or if you go back within a day or two, wash your hands frequently and avoid close contact with others until you're done coughing and sneezing.

How common is it? Very. Of all illnesses, common colds are blamed for the most days off work or school and the most visits to health care practitioners.

Taken from : www.hopkinsmedicine.org/health/conditions-and-diseases/winter-illness-guide 04/11/2024



Friends and Family Test October 2024 Results

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%
Oct-24	2080	25%	78%	14%	4%	3%	2%	0.40%

In October, our Friends and Family response rate remained the same as the previous month at 25% even though the number of surveys sent out increased. The **Very Good** response rate rose by 1% to 78%, whilst the **Good** rate dipped from 17% to 14%. With the **‘Neither Good Nor Poor’** response rate we saw a slight increase this month which was also seen in the **Poor** category – there are very few trends in any of the responses, so we have not been able to identify any issues which caused the responses to drop.

We are keen to hear your feedback and to make any required changes that come from this, to this end we will soon be displaying a ‘You Said – We Did’ board in our waiting areas which will help to show how we take your feedback and make changes from it.

Please do remember you don’t need to wait to submit your feedback, you can ask for a form at reception, or you can scan the QR code on one of the posters displayed around the Health Centres.



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



The NHS in England has launched its latest ‘Act FAST’ campaign – a campaign to increase awareness of the signs of a stroke and encourage people to dial 999 at the first sign.

A stroke strikes every 5 minutes in the UK. There are around 38,000 stroke-related deaths every year and it’s a leading cause of disability.

The first signs of a stroke might not seem serious such as struggling to smile, not being able to raise your arm or slurring when you speak. Stroke symptoms can be less dramatic, painful or obvious than might be expected. But even if doesn’t seem like much, at the first sign of a stroke call 999. Even if it doesn’t seem like it, any sign of stroke is always an emergency, so call 999 immediately if you or someone else experiences a single symptom.

The first signs of a stroke include:

- **Face weakness** – it might be hard to smile, and one side of your face may droop (fall)
- **Arm weakness** – you may not be able to fully lift both arms and keep them there because of weakness or numbness in one arm
- **Speech problems** – you may slur your words or sound confused

Other symptoms that could be the first sign you or someone else is having a stroke include:

- Sudden weakness or numbness on one side of your body (including leg)
- Sudden loss of vision or blurred vision in one or both eyes
- Sudden difficulty speaking or thinking of words
- Sudden memory loss or confusion
- Sudden severe headache
- Sudden dizziness, unsteadiness or a sudden fall, especially with any of the other signs



PSA testing

There has been much publicity in the national press about prostate cancer. This has inevitably led to proactive men (or their wives!) contacting the practice to book a PSA test.

Whilst we are huge advocates for preventative medicine, we wanted to highlight the 'pros' and 'cons' of PSA testing.

At present there is no national screening programme for prostate cancer. This is because the tests available at present, the PSA (Prostate Specific Antigen), isn't very accurate.

A raised PSA test can mean you have prostate cancer, but it can also mean you have a condition which isn't cancer.

If you are considering a PSA test, please consider arming yourself with all the facts before making an informed decision.

<https://www.nhs.uk/conditions/prostate-cancer/should-i-have-psa-test/>

If you have any of the symptoms below, please arrange a GP appointment.

1. Visible blood in your urine AND/OR
2. A change to your normal pattern of passing water e.g. Hesitation, reduced flow, dribbling at the end, feeling that you have not emptied your bladder, getting up in the night more frequently.

When you are seen you may require a rectal examination to examine your prostate gland.

If you have no symptoms and you have read the leaflet and still want to have a PSA, you will need to be over the age of 50. If you are then you can book a routine blood test by submitting an eConsult. Should you wish, we also have paper copies of the PSA testing leaflet at reception.



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.

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.

Patient Pathway Supervisors

We are also recruiting for two Supervisors to work with the Patient Services Manager to be responsible for the day-to-day smooth running of the Patient Services and the Administration departments and teams. Ensuring that a high-quality of services are provided to our patients and all third parties. The Supervisor will act as central point of contact for the teams on a daily basis

- **Patient Pathway Supervisor (Patient Services)**
- **Patient Pathway Supervisor (Admin)**

Phlebotomist

Working under the direction of the lead nurse and as part of the practice multidisciplinary team, the post holder will be responsible for performing venepuncture, as requested by the clinical team, to the entitled patient population. In addition, the Phlebotomist will be expected to support the nursing team on an as required basis. Must be able to work across all practice sites.

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.....



Shropshire, Telford and Wrekin

Think which service?

Common ailments and illnesses

Urgent medical help or advice that isn't life threatening

Health advice and over the counter medicines

Symptoms that won't go away

Walk-in service for urgent care

Life-threatening emergencies



thinkwhichservice.co.uk