



Churchmere Medical Group

Patient Newsletter

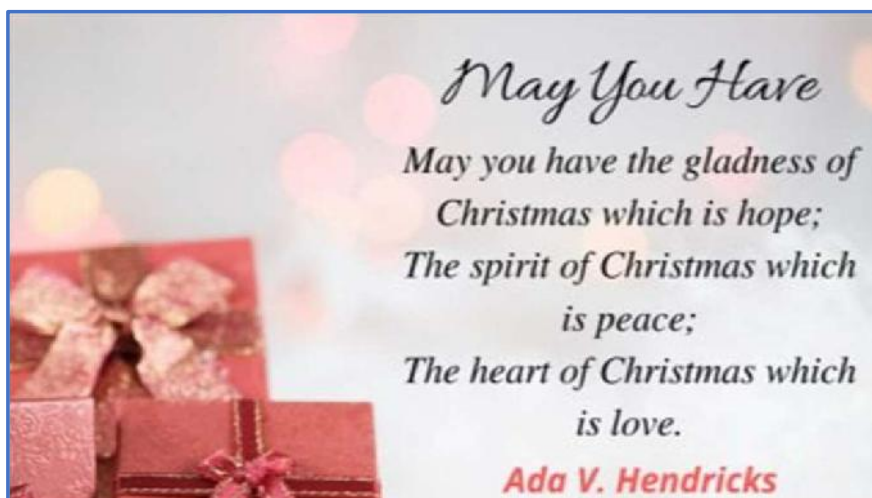
Edition 7 – December 2024


Welcome to the December edition of our practice newsletter.

In this edition of the newsletter, I am delighted to bring you information on our 'Well Woman's Day' which is being held in Ellesmere on Saturday 4th January. The article details the event and how to book for your preferred appointment type. I have also included details on our opening hours over the festive season and some information on how to avoid a cold! Wishing you all a very Merry Christmas and all good wishes for the New Year.

Olivia A Barker

Patient Services Manager






Better Health Start for Life

LOAD THEM UP...

90% of brain growth happens by age five. What you do together can make a difference. Search Start for Life for tips and advice.





Well Woman's Day – Saturday 4th January 2025 – Ellesmere Health Centre

Churchmere Medical Group Well Woman's Day

Saturday 4th January 2025

Types of Appointments

- HRT Advice
- Coil fittings / removals
- Implanons
- Cervical screening
- Family planning

General information on women's health

Breast Screening Advice & Self Checking
you are one in a melon!

Sexual Health Advice

Post-menopausal advice

This event will be held at our Ellesmere Health Centre but if you can't make it to this one then please don't worry as a date for a similar event at our new Clayton Health Centre will follow in Spring 2025.

The following appointments will be available by completing an eConsult or phoning the practice:

Smear Appt – Are you due a Smear test and struggle to come in during the week? Then why not book an appointment on Saturday 4th Jan.

HRT – Please complete an eConsult if you would like an appointment to discuss any HRT related concerns or queries.

Contraception – Are you due a Pill check and struggle to get an appointment? Or do you want to discuss your current contraception or want general advice on the best type of contraception for you.

During the event we will also have a cake sale in aid of Race For Life as well as general advice on breast screening and 'self-checking' from the Coppa Feel charity.



Clayton Health Centre

As I am sure the residents of Whitchurch have noticed, our new health centre is really taking shape now. The development team visit the site weekly to check on progress and are really thrilled with the look and feel of the building – we will soon have a state-of-the-art health centre boasting 21 consulting rooms and spacious waiting areas. In January we will be launching our opening plan which will include a visitor day so you, our patients, can have a tour of the complex without having to wait for your first appointment. For now, here are a few images taken by the team....

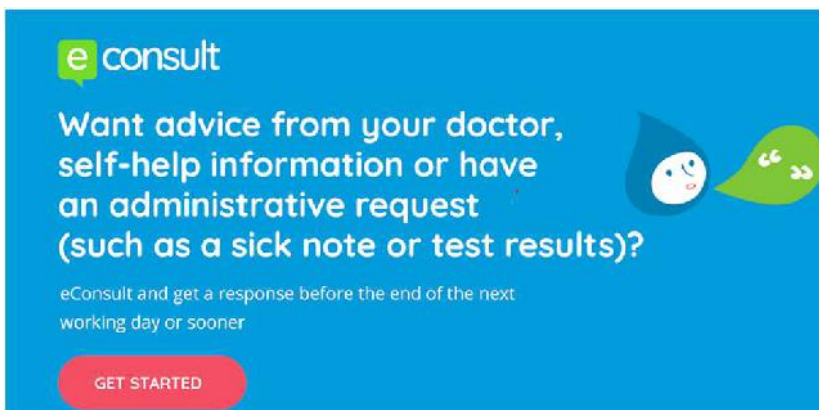




How to find the eConsult toolbar

Patient often call to advise they are struggling to find the eConsult link on our website so here are a few easy-to-follow steps:

- ❖ Navigate to www.churchmere.co.uk
- ❖ Scroll down until you see the following blue box:



- ❖ Click on the pink **<Get Started>** Pill shape button.
- ❖ You will then start the eConsult journey.

Patient Participation Group – New Members Needed!

Would you like to be more involved with Churchmere Medical Group to add your voice to how we grow and improve our services?

If so, have you considered joining our Patient Participation Group? The group meets around six times a year and we alternate the meetings between Ellesmere and Whitchurch.

In our recent total triage survey, several patients asked for further details about becoming members of the group – however as the survey did not record patient details, we don't know who these patients are. Therefore, if you would like to be involved then please send an email to churchmere.admin@nhs.net and add Patient Participation Group to the subject line and Elaine or I will be in touch to give you more details.



Christmas Opening at Churchmere Medical Group

Please be advised of the following changes to our routine opening hours:

Christmas Eve – 24th December 2024

We will be closed from 1pm until 3pm on Christmas Eve – we can, however, still be contacted for emergencies during this time by calling the practice on 01691 242222 or 01948 320044

We will be closed on the following dates:

Wednesday 25th December

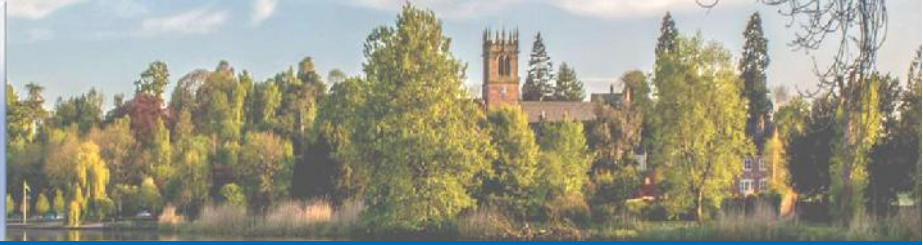
Thursday 26th December

Wednesday 1st January 2025

During this time if you need medical advice the please call 111 or in the case of an emergency please call 999.

We would like to wish all our patients a very Merry Christmas and all best wishes for 2025.

Christmas can be a very difficult time for some people within our community, the pressure and loneliness can make our worries and fears seem worse at this time of year so if you do need help or support this festive period then please call the Samaritans as they are available to help by calling **116 123** or visiting the website **www.samaritans.org**



Do you want to stop smoking? We can help

Smokefree Shropshire Healthy Lives Stop Smoking Service

Quitting smoking is one of the best things you can do for your health. It's never too late to quit. Our Healthy Lives Stop Smoking Service is free and confidential. We can help you to quit.

Benefits

- One-to-one appointments with a friendly advisor for 3 months
- Help with changing your smoking habits and managing cravings
- Guidance and support to quit successfully
- Regular carbon monoxide readings to track your progress

How to start?

Scan the QR code or visit
www.shropshire.gov.uk/stopsmoking
to book an appointment.



Call 0345 6789 028 (Mon-Fri, 9am-3pm) if you need help with booking.





Raising Money for Charity

In the November edition you may well recall seeing our Staff having a 'Non-Uniform day for Children in Need' – we are delighted to say that we raised £87.13 for this amazing cause via donations and a cake sale.



Christmas Jumper Day 2024



Christmas Jumper Day 2024 – in aid of Save the Children!

On the 12th December we donned our festive attire to help raise money for Save the Children and we are delighted to say we raised £50.





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 November 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%	0.39%
Nov-24	2519	27%	79%	15%	3%	2%	1%	0.44%

We are thrilled that in the month of November the response rate to our 'Friends and Family Test' rose to 27%. Which is 2% points above the previous month. In terms of the actual results, the **Very Good** response also rose to 79%, the **Good** rose to 15%. This means that a total of 94% of respondents gave us a favourable rating.

We always receive magnificent comments in this survey and both the clinical and non-clinical teams enjoy reading them – the clinical staff are always thrilled when a patient mentions them by name as this means that they can use this feedback when they revalidate through the NMC /GMC. It is also pleasing to note that at the negative end of the ratings our scores dipped across the board with the ratings of '**Neither Good nor Poor**', '**Poor**' and '**Very Poor**' accounting for only 6% of the total responses. You should receive a text message within 48hrs of an appointment with a GP or Nurse – if you would like to receive SMS / Text Messages from us and have not given consent in the past then please ask one of the receptionists and they will happily arrange this for you.



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





**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 (Patient Services)

We are also recruiting for a Supervisor to work with the Patient Services Manager to be responsible for the day-to-day smooth running of the Patient Services department and team. 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.

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.

Drop in Flu Clinics

If you are yet to have your flu vaccine and you are eligible don't forget that we are running a drop-in clinic for vaccinations at both our Ellesmere & Bridgewater Health Centre between 12.45 and 1pm Monday – Friday. No need to book just come along!



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