



Churchmere Medical Group

Patient Newsletter

Edition 8 – January 2025

Welcome to the January edition of the patient newsletter.

I would like to open by thanking those patients who responded to my call to action and have agreed to join the Patient Participation Group – we are thrilled with the responses we received, and we are very much looking forward to our first meeting of 2025.

Another success was our Well Women Day which was held in our Ellesmere Health Centre on Saturday the 4th January. The team delivered a fantastic event, and more details can be found on page 7 of this newsletter.

For this edition I have asked some of our management team to share their wishes, resolutions and aspirations for 2025 – I do hope you enjoy reading them!

Happy reading....

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.

NHS



2024 – A year in numbers....

Often at the end of the year, or the beginning of a new year we find ourselves reflecting on events of the last 12 months, whether that be in a personal or professional capacity.

Below are some interesting comparisons in terms of patient interaction between 2023 and 2024.

Whilst we are interested to see the effect of the introduction of eConsult we will not be able to fully evaluate this until the end of 2025 however for the management team the other interesting statistic is the number of patient DNA's and we will explore this more in next month's newsletter.

| | 2023 Figure | 2024 Figure |
|--|-------------|-------------|
| Total Practice Population as at 31/12 | 20,854 | 20,857 |
| Total Number of Appointments | 134,219 | 126,253 |
| Total Number of Blood Tests undertaken | 3,162 | 3,331 |
| Total Number of Home Visits | 2,372 | 2,732 |
| Total Number of DNA's | 4,720 | 4,515 |
| Total Number of eConsults | 1,285 | 25,144 |



New Year Messages from the Management Team

As we commence a New Year, I asked several managers within Churchmere Medical Group to send me a wish, resolution or message for our patients for 2025.... I hope you enjoy reading them.....

"For 2025 I aim to continue building and maintaining a positive and happy working environment that supports growth for all.

I am committed to consistently enhancing the quality of service we provide to our patients, ensuring their needs remain at the heart of everything we do."

Chloe Morgan-Jones

Assistant Practice Manager

I have three wishes for 2025, and these are:

- To continue to promote online services – (including the NHS app) to enable patients the flexibility to have easy access to their health information, test results, consultations etc and order medication.
- To continue to provide services like first contact physiotherapy, care co-ordinators, cancer care co-ordinators
- Continue to improve as a patient centred service, regularly gaining feedback from our patients.

Happy New year..

Jessica Griffiths
Practice Operations Manager



New Year Messages from the Management Team

A Message from Your Pharmacist and Medicines Management Team

At your GP surgery, we understand that health and well-being are at the heart of everything you do. As we head into hayfever season, we want to remind you that taking care of yourself starts with the right steps, and we're here to support you every step of the way.

Managing Hayfever: If you suffer from hayfever, there's no need to wait for a GP appointment. Over-the-counter remedies like antihistamines, nasal sprays, and eye drops can make a real difference. Your local pharmacist can offer guidance on the best options for you, based on your symptoms and medical history. Remember, self-care is powerful—and your pharmacist can help you make informed choices.

Prescriptions and Medicines Management: Make sure to review your prescriptions regularly and keep on top of refills. Our Medicines Management Team is here to help you understand your medication, answer any questions, and ensure you're getting the best care possible. If you need support with a prescription or advice on managing your medications, don't hesitate to ask.

Pharmacy First: Did you know you can access expert advice and treatment through the *Pharmacy First* service?

It's a free service available at your local pharmacy, designed to help with minor ailments and prescriptions without needing to visit your GP. From sore throats to hayfever, your pharmacy is a trusted resource for quick and professional care.

Together, we can make sure you stay healthy and comfortable. Don't wait for the pollen to overwhelm you—take control, talk to your pharmacist, and take charge of your health today.

Warm regards,

Your Pharmacist and Medicines Management Team



New Year Messages from the Management Team

Sister Fiona Jarman our Nurse Manager, has three **Wishes** for Churchmere Medical Group in 2025 and these are as follows:

- ❖ **To improve patient care at all points of contact.**
- ❖ **To improve the pathways for chronic disease management, ensuring that all invitations are sent efficiently and effectively and that all required tests and treatments are completed in one visit where possible.**
- ❖ **To improve patient satisfaction rates and standard of care provided.**

Sister Jarman has also made the following **Resolutions** relating to areas of the practice that she would like to review in 2025.

- ❖ **Assess the time allocated to the delivery of patient care**
- ❖ **Evaluation of communication channels between patients & the practice**
- ❖ **Enhancement of our current protocols and coding compliance**

And finally, Sister Jarman's **Aspiration** for 2025 is:

- ❖ **To focus on reducing human error through improved systems & education.**

My wish for 2025 is that all members of the Patient Services & Secretarial Team offer excellent patient care at every interaction they have with our patients and that this empathetic nature is reciprocated.

Olivia
Patient Services Manager



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.



An update on Clayton Health Centre

The excitement amongst our GP Partners, staff and Patients is growing week by week as progress on our new health centre nears completion.



Jenny Davies, Practice Manager said 'We visit the site weekly now and each week we can finally see that the end is in sight. We are really very excited for our patients as this new facility represents a step change in what we can offer as a practice. We will soon be inviting patients to an Open Afternoon – so do watch out for your opportunity to come and view this wonderful facility and have a good look round.'

We also wanted to reassure all our patients that despite rumours to the contrary, the Ellesmere Health Centre will remain open when Clayton Health Centre in Whitchurch opens.



The new health centre will spread across two floors with state-of-the-art consulting and treatment rooms. We look forward to welcoming you to Clayton Health Centre this Spring.



NHS – My Planned Care Website

If you are waiting for a referral into Secondary Care, you may find the NHS My Planned Care website a useful place to start.

This public website helps patients to understand waiting times for outpatient and surgical appointments and therefore to decide which hospital they would like to receive treatment at, if they are able to be offered choice.

Once your GP has referred you into Secondary Care your treatment pathway is handled by the ‘**Referral Assessment Team**’, and you will be on an ‘**eReferral**’ pathway.

The RAS team should contact you with the most appropriate next steps for you and in some cases this maybe an Outpatient appointment at a hospital.

You can use the My Planned Care website to see expected waiting times for both Outpatient appointments and surgery in a variety of specialities.

Some private providers treat NHS patients as NHS patients under the eReferral pathway. It is therefore useful to use this website to see the waiting times at these hospitals as well. As this may inform your discussions when RAS call you to offer you a choice of locations for your appointment or surgical intervention.

You can use the link below to access this information:

<https://www.myplannedcare.nhs.uk/>

Once you have used the link above, you will need to click on the Midlands link to see the hospitals in our area.

The screenshot shows the NHS My Planned Care website interface. At the top, there is a navigation bar with links: 'Find my hospital', 'My health and wellbeing', 'Preparing for my appointment', and 'Care and support'. Below this, the 'Midlands' region is selected. A message asks the user to select a hospital or treatment center from a list. The list is organized into two columns of blue buttons, each representing a different hospital or health group in the Midlands region.

| | |
|--|--|
| Alfreton – One Health Group | Ashby de la Zouch – Independent Health Group |
| Barborough – Neumedica | Barborough – Practice Plus Group |
| Beacon Park Hospital – Ramsay | Birmingham – Neumedica |
| Birmingham – Opesga | Birmingham – Spemedica |
| Birmingham Women’s and Children’s NHS Foundation Trust | Rosdon West Hospital – Ramsay |
| Chatterfield – One Health Group | Chatterfield Royal Hospital NHS Foundation Trust |
| Coventry – CHEC | Coventry – Spemedica |
| Derby – Nuffield | Derby – One Health Group |
| Derby – Spemedica | Earl Shilton – Independent Health Group |
| George Eliot Hospital NHS Trust | Glendon Wood Hospital – Ramsay |
| Grantham – One Health Group | Hereford (Wye Valley) – Nuffield |
| Kettering General Hospital NHS Foundation Trust | Kibworth – Independent Health Group |
| Leicester – CHEC | Leicester – Independent Health Group |
| Leicester – Neumedica | Leicester – Nuffield |
| Leicester – One Health Group | Leicester – Spemedica |
| Leicester Hospital – Spire | Lincoln – Neumedica |
| Lincoln – One Health Group | Little Aston Hospital – Spire |



Women's Health Event - Ellesmere

On the 4th January we held a Well Women's Day at the Ellesmere Health Centre, the day was a fantastic success, and we would like to thank all the patients who attended the event as well as our fabulous clinical and non-clinical team members who helped with the event.



There were several types of appointments available on the day from Smear Appointments, HRT query clinics, Contraception checks as well as Minor Ops for Women. We were overwhelmed with the response to the appointments and the day was hailed a huge success.

We are delighted to advise that a similar event will be held in Whitchurch once Clayton Health Centre opens its doors.



During the day there was also a cake sale with proceeds going towards **Race for Life** as well as a stand on breast screening and self-checking. We have information and leaflets from 'Coppa Feel' and this information is still available in the reception at Ellesmere.



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





Smokefree Shropshire

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.



 Shropshire
Council



My Recovery App

Need help with your joint or muscle pain? Download the free myrecovery app today! As a patient of Churchmere Medical Group you can access the free myrecovery app to help you manage your joint or muscle pain.

The myrecovery app has been created for you in partnership with healthcare professionals from across Shropshire, Telford & Wrekin, and provides information, support and encouragement to help you take control of your health.

The app aims to deliver the right information at the right time for patients who are suffering with joint and muscle pain. It also automatically updates as you progress through your treatment journey.

You can download the app on a smartphone or tablet to help you with new or recurrent musculoskeletal conditions including:

- Hip Pain
- Knee Pain
- Shoulder Pain
- Elbow Pain
- Foot & Ankle Pain
- Lower Back Pain
- Neck Pain



The app offers a range of key features including:

- Videos & articles to help you understand, manage & improve your condition
- Tailored exercise programmes
- Information about local services and how to access them
- Short surveys to track your progress
- Information and guidance to help improve your overall health and wellbeing

How to sign up

Scan the QR code opposite or download the free myrecovery app from your app store.

Enter your NHS number, Date of Birth and GP Practice name and you will be ready to get started.





Friends and Family Test December 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% |
| Dec-24 | 2137 | 25% | 81% | 14% | 2% | 1% | 2% | 0.56% |

In the month of December, the response rate to our Friends and Family Test dropped slightly to 25% this is in direct correlation to the number of text messages which were sent out, as this had also dipped in the month. However, the great news is that out of the 531 responses we received, 81% of the respondents rated their experience as **Very Good** and a further 14% rated the practice as **Good** – which means a total of 95% of respondents had a positive experience. The clinical and non-clinical teams would like to thank all our patients for all the wonderful verbatim comments we receive – they really do enjoy reading through them and watch out for a new way we will be displaying these results in 2025!





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