



Churchmere Medical Group

Patient Newsletter
Edition 11 – April 2025

Welcome to the April edition of the patient newsletter.

Many thanks to the hundreds of patients who attended the Open Day at Clayton Health Centre on Saturday 12th April – it was a glorious day, and we really hope you enjoyed your viewing of our fabulous new facility.

As I type, we are busy making plans for our Ellesmere Health Centre to include ground floor decoration and a new desk. The pictures from our photographic competition have also been printed and are now ready for hanging in both Health Centres.

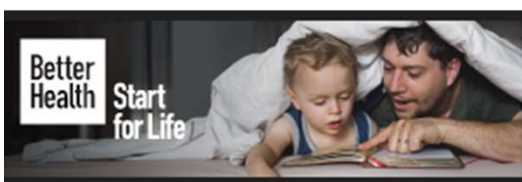
If you missed the Open Day, then I have included some images in this newsletter. The newsletter is also packed with information on other services and as ever the results from our March Friends and Family Test.

I hope you enjoy reading it.

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.





Clayton Health Centre Open Day

On Saturday 12th April 2025 Clayton Health Centre in Whitchurch was officially opened by Dr Ruth Clayton, (Retired GP), Mrs Jean Hall, (former resident of Pauls Moss) and their families surrounded by several retired GPs from the area as well as the Partners of Churchmere Medical Group, fellow managers and colleagues.

In 2012, talks began to build a new GP Surgery in Whitchurch to accommodate the existing three GP practices – Dodington Surgery, Bridgewater Surgery and Richmond House Surgery. Unfortunately, despite best efforts over the intervening years both Richmond House Surgery and Dodington Surgery closed and merged with the Ellesmere Surgery to form Churchmere Medical Group which now serves over 21,000 patients across Whitchurch, Ellesmere and the surrounding areas.

Clayton Health Centre is named after a family of doctors whose service to Whitchurch has spanned more than 80 years and over three generations. Dr Edgar Clayton took over Dodington Surgery in 1943 as a GP and local surgeon. In 1954 he was joined by his son, Dr John Clayton and latterly his granddaughter Dr Ruth Clayton, who sadly retired from practice in April 2021.





Clayton Health Centre Open Day

After the official opening on Saturday, the practice team welcomed hundreds of Whitchurch residents to take a look around the health centre ahead of their first appointment.

Managing Partner Jenny Davies commented 'I would like to thank Elaine Ashley who has worked on this project, for over 10 years, her determination to see the opening of this health centre has been faultless and we are all very proud to be here today. The new health centre is a vital facility that this town has needed for a long time and now gives us the opportunity to provide our patients with primary care services in a modern and fantastic building. The whole team, and I are thrilled to welcome our patients to have a look around today ahead of our first set of clinics on Monday.'

From Monday 14th April Clayton Health Centre will be the location for all primary care appointments in Whitchurch with both Bridgewater and Claypit Health Centres now closed. To call Churchmere Medical Group please continue to use 01691 242222 or 01948 320044.





Long Service Awards

At Churchmere Medical Group we really enjoy celebrating our colleagues long service awards and this month was no exception with two members of staff accepting their 10-year award!



Dr Branfield very much enjoyed presenting Gill with her 10 year long service award. Gill's bright smile can often be seen on the reception desk in Ellesmere where she brightens up everyone's day.

Well done Gill!

Debbie has worked for CMG for 10 years as well and was presented with her award by Dr Willis.

Debbie works within the Admin team and gets a lot of job satisfaction from her varied role.

Congratulations Debbie!





Information on the NHS App

The NHS App gives patients a simple and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website. You must be aged 13 or over to use the NHS App.

What you can do with the NHS App

- Order your repeat prescriptions
- Nominate a pharmacy to collect your prescriptions from
- Book and manage your appointments
- View your GP health record to see information like your allergies & medicine
- View detailed medical record, such as test results
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you.

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code.





Your NHS Referral – A new helpful Website

Shropshire, Telford and Wrekin NHS have launched a new website to help you track your NHS referral. The website is called Your Referral and will really help patients to navigate the journey into secondary care.

The website details the journey of the referral and gives patients contact numbers for queries and questions.

[Your Referral - NHS Shropshire, Telford and Wrekin](#)

Referrals are now reviewed by the Referral Management Centre (RMC) which has replaced the Referral Assessment Centre (formerly RAS).

The number for patients to call with questions is **03300 248 283**

This is a very informative website and have a variety of sections including :

- Information on patient choice
- A link to the My Planned Care website
- How to check the progress of a referral
- How to raise a complaint

NHS
Shropshire, Telford and Wrekin

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Integrated Care System
Shropshire, Telford and Wrekin

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Your Referral

Welcome to Your Referral. This page will provide you with all the essential information needed to help you manage your referral as a patient.

Once your referral is received from your GP practice, it will be reviewed by our Referral Management Centre (RMC). Our trained staff will ensure that all the necessary information is gathered to process your referral to the outpatient department. The RMC will then contact you to offer options for where you would like to be seen, depending on the type of referral. Please note that some referral pathways, such as those for suspected cancer, specific commissioned pathways, emergency care, certain diagnostic procedures, or referrals for armed forces personnel, may not allow patient choice.

The NHS does not routinely fund certain procedures and has established criteria through NHS Shropshire, Telford and Wrekin's Integrated Care System (STW ICS) for funding approval. These procedures and treatments are outlined in the Value Based Commissioning Policy (VBCP) and Evidence Based Interventions (EBIs).

If your referral falls into one of these categories, our clinical triage team will assess it to ensure it meets the [VBCP/EBI criteria](#).

How to contact us

If you are unsure of the status of your referral you can contact us via a dedicated phone line. The department is open Monday to Friday, 9am to 5pm, excluding bank holidays.

Patients: Phone 03300 248 283 or email: stw.your-referral@nhs.net

Professionals only: Phone 03300 248 284 or email stw.rmc@nhs.net

Click on the following headings to find out more

PATIENT CONTACT DETAILS

Call: 03300 248 283

Email: stw.your-referral@nhs.net

Dr G.M. Willis • Dr N. von Hirschberg • Dr G. Branfield • Miss J. Davies • Dr S. Farr • Dr N. Tharib • Dr A. Pringle • Dr K. Vaughan



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





Improving Diabetic Care in Shropshire

NHS Shropshire, Telford & Wrekin wants to improve diabetes care and support and we need your help!

If you have Type 1, Type 2 or gestational diabetes, share your experiences in our quick survey. Your feedback can help to shape future care! 💙 Your responses will be anonymous, and demographic information will only be used to help us make sure we are getting feedback from a variety of people who use these services. Please click on the QR code in the post below or use this link

<https://forms.office.com/e/VG4Fkakhn8>

but act quick as the survey closes on the 30th April.

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NHS
Shropshire, Telford and Wrekin

HELP SHAPE THE FUTURE OF DIABETES SERVICES

NHS Shropshire, Telford and Wrekin is looking at ways to improve the support and care provided to people living with or at risk of diabetes.

A new resident survey is now open to help shape the future of diabetes services and responses will guide future improvements and decision-making related to diabetes services within the local NHS.

To complete the survey scan the QR code (responses are anonymous).

If you require assistance to complete this survey, please contact us at 01952 580300 where we can discuss options to make this easier for you.

TYPE 1 OR 2? INFO ON FATIGUE ACCESS TO GP ADVICE ON DIET

***Survey closes 30/04/2025**



Photographic Competition – Some of The Selected Images



Ballerina Egret

by John Cooling

Day Dreaming Days

by Ian Roberts



Highlander by Ian Roberts

Stonechat at Whixhall Moss

By Colin Woods.





Friends and Family Test March 2025 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-25	2624	27%	80%	14%	3%	2%	1%	0.43%
Feb-25	2357	27%	77%	17%	3%	1%	1%	1%
Mar-25	2582	28%	80%	16%	3%	2%	0.4%	0%

For the month of March our response rate rose slightly to 28% which is wonderful news and in total we received 711 responses.

The Very Good and Good responses accounted for 96% of all responses and the word cloud below shows the top 70 words in these comments. As you can see words such as helpful, professional, good, efficient, friendly and lovely are most often used in the responses we receive.



The Poor and Very Poor responses accounted for 2.4% of all responses the only trend in the responses was the length of time patients had to wait when they arrived for their appointment. Please note, that if you are in the waiting room for longer than 20mins please make yourself known to the receptionist and they can investigate for you.



Thinking ahead to Remembrance Sunday!

At the new Clayton Health Centre, we have a beautiful new entrance and waiting area, and we want to make the most of it all year round!

Therefore, for November, two wonderful members of our team (Elaine and Nicola) have a wonderful idea, to make a display for Remembrance Day – so we are calling all creative, knitters, sewers and those who do crochet to create as many poppies as possible that we can use to make the most amazing display in the atrium.

If you are interested, then please pass on your poppies to Nicola or any member of the reception team when you can, along with your name (for our display) and we will create a beautiful display to help our charity appeal. There are many examples of these cascades online but here are a couple which caught my eye:





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.





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