



Churchmere Medical Group

Patient Newsletter

Edition 12 – July 2025

Welcome to the July edition of the patient newsletter.

This month I have been lucky enough to take a week away and enjoy the sun, sand and sea of the Welsh Coast, we are so lucky to live in this beautiful part of the country where we can easily take a walk in the field, drive to the Welsh coast or be in the centre of a large bustling City all within the same timeframe.

Whatever you are doing over the summer, I do hope that we get to see some more of that elusive thing we refer to as 'sunshine' as it really helps us all to enjoy the nature that surrounds us.

In this month's newsletter we are delighted to advise that we have listened to your feedback and in September the way you submit your Triage requests to the practice is changing slightly – a fantastic example of how we use your feedback to enhance each and every patient journey at Churchmere Medical Group.

Many thanks

Olivia A Barker

Patient Services Manager



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



Pharmacy First

When you complete an eConsult or speak to a member of the reception team you may well be directed to the Pharmacy. ‘Pharmacy First’ is a service that encourages patients to consult with a community pharmacist on a variety of health issues. The boxes below show the main health concerns that patients can see the community pharmacist as well as the appropriate age ranges for the Pharmacy.

Impetigo

Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.

Acute sore throat

Sore throat is a symptom resulting from inflammation of the upper respiratory tract

Shingles*

Shingles is an infection that causes a painful rash

Acute otitis media

An infection of the middle ear.

Acute sinusitis

Sinusitis is swelling of the sinuses, usually caused by an infection.
The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.

Urinary tract infection

A UTI is an infection in any part of the urinary system.

Infected insect bites

Insect bites and stings can become infected or cause a reaction.

Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years



Medlink – An Update

You may have seen on our social media posts that from July 2025, we are using a new system for chronic disease reviews called 'Medlink'. This system is being used in many GP practices across the country and allows patients to fill out online reviews for their chronic health conditions. It also provides patients with links to useful resources to support your health which you should find very helpful.

As part of your annual birth month review you will be sent an invitation with a link to a personalised health questionnaire. We hope that you find the new system a comprehensive and focused approach to your health. The questions are easy to follow and can be filled out in your own time. We do ask that you complete and return your online questionnaire as promptly as possible.

We are really pleased that so many patients have responded to their invitation and in the first two weeks we received 303 completed personal health questionnaires for review. Many patients have found this to be useful and have been happy to have a remote review if appropriate. Some patients have also received direct booking links to arrange a follow up with the nurse or doctor as a result of their completed questionnaire and have found booking their appointment directly online much easier for them. Our clinical team aim to review the questionnaire within a 10-14 days of receipt and many are actually done within a day or two. However, It may be in some cases that we are waiting for blood test results and this may then take a little longer to complete the review.





Medlink – An Update continued

There have inevitably been one or two teething problems which we expect with any new system and we are working closely with Medlink to resolve quickly as they arise. We are, of course, interested in your feedback too so please do let us know your comments

About Medlink

How does it work?

You will be sent an invitation primarily by email or text message, with a link to complete your personalised health questionnaire. Depending on the condition/s you have, you may then be asked to book an appointment for e.g. blood test, foot check in the surgery to complete the data collection part of your review.

Once all of your results are back, these are automatically sent to an appropriate clinician to review. At this stage they will decide whether they are satisfied with the results and let you know if your review is complete, or if a follow up is required. In some cases, you will not need to attend for a face-to-face review. You will be informed of this by a member of the team and instructions of what to do next.

I can't use the internet, what do I do?

If you aren't able to complete the health questionnaire online, we can offer a more traditional route of booking in your review appointments as previously

Privacy Policy

Please see the Medlink privacy policy on their website:-

[Privacy Policy - MedLink](#)



Total Triage News

In September 2024, Churchmere Medical Group became a Total Triage practice and all new medical queries along with Admin queries and sicknote requests were directed to the eConsult Platform.

Having listened to patient feedback we are delighted to announce that in Sept 2025 we will be moving to a new platform. The new platform we are using will allow patients to submit triage request more effectively and efficiently and we very much look forward to providing you with more details on the new triage form in the August newsletter.



Long Service Award

Clare Jones has recently celebrated her 20years of service with Churchmere Medical Group. Claire was instrumental in the opening of our dispensary 20years ago, and she say's 'I love working here, I love my job, and I am surrounded by an amazing team, and I wouldn't want to work anywhere else...'

Many congratulations Clare we hope you have enjoyed every minute!

Clare Jones is pictured here being presented with her 20yr service award by Dr Nadia GP Partner.





HM Government

NHS

Life
Saving
poo

The bowel cancer screening kit can save your life

Just a tiny sample detects signs of cancer before you notice anything wrong.

If you're sent a kit, put it by the loo.

Don't put it off.

nhs.uk/bowel-screening

Screening
saves
lives

Help us
help you



NHS launches 'Think Twice, Order Right' campaign to reduce medicines waste and protect patient safety

Think Twice, Order Right: Reducing Medicine Waste Together

Churchmere Medical Group supports NHS Shropshire, Telford and Wrekin's campaign.

Did you know that unused or unnecessary medicines cost the NHS millions of pounds every year? At Churchmere Medical Group, we're backing the "Think Twice, Order Right" campaign to help reduce medicine waste and make sure patients only order what they truly need.

What is the campaign about?

The aim is simple – to raise awareness of the importance of only ordering the medicines you're using. It's especially relevant for repeat prescriptions, where it can be easy to tick everything on your list without checking what you actually need.

Common culprits of waste:

Many people unintentionally over-order:

- Creams and ointments – these can build up quickly
- Inhalers – some patients end up with drawers full!
- 'When required' medicines like laxatives, pain relief, or antacids – which may not be used regularly.

Repeat prescriptions? 

**THINK TWICE
ORDER RIGHT**

Only request the medicines you need

NHS
Shropshire, Telford
and Wrekin

ThinkTwiceOrderRight.co.uk



NHS launches 'Think Twice, Order Right' campaign to reduce medicines waste and protect patient safety

Even if you don't open or use them, once medicines leave the pharmacy they can't be reused or recycled, and sadly must be destroyed.

What can you do?

- Check before you tick: Only order what you genuinely need.
- Speak to us: If you're unsure whether to continue a medicine, contact the practice.
- Let us know if you're no longer using a certain medicine – we can remove it from your repeat list.

Need help managing your repeats?

Our team at Churchmere Medical Group is happy to support you with medicine reviews, reminders, and setting up manageable ways to order.

Together, we can all make a difference – for your health, your home, and the NHS.



Repeat prescriptions? ☒

**THINK TWICE
ORDER RIGHT**

Only request the medicines you need

- In Shropshire, Telford and Wrekin **£2.6 million** of medicines are wasted unnecessarily per year.
- Check your current medicines before requesting more. Only order what you need.
- Speak to your pharmacy team if you are unsure or need help.

ThinkTwiceOrderRight.co.uk

For more information, visit:

 **Think Twice, Order Right – NHS Shropshire, Telford and Wrekin**



Supporting Macmillan Cancer Support

On Saturday 19th July Alice completed the Macmillan Mighty Hike which is a full marathon length hike across the Peak District.

1,500 participants walked the marathon length with 800 people walking the half marathon course around the Peak District area.

Alice completed the hike in a total of 10hrs 31mins and we are all super proud of her achievements. In the practice we raised £73 for Alice and in total Alice and Jennie have raised an incredible £704.

Well done Alice and Jennie we are all super proud of you both!





Activate with Joe Wicks

This summer, Joe Wicks has released a new animated physical activity series, Activate, which aims to get children moving and having fun.

Activate is backed by the government as part of a new partnership to reach families and schools across the country. Activate is made up of short, five-minute episodes, each offering a burst of movement and energy. Parents and teachers can easily integrate these short exercises into their day at home, school or summer activity clubs.

Physical activity is essential for growing bodies and minds. But over half (53%) of UK children are not meeting daily activity guidelines. Activate aims to make fitness fun and spark a love of movement in children, by bringing together bright and energetic new characters, alongside well-known upbeat music from exclusive music partner Universal Music UK.

At a time when many parents are concerned about keeping their kids active over the holidays, Activate aims to turn screen time into active time and boost their physical and mental health – over the summer holidays and beyond. The first episode is out now on The Body Coach YouTube channel, with new episodes out weekly over the summer.

Activate is available for free on The Body Coach YouTube channel.



[The Body Coach TV by Joe Wicks - YouTube](#)



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





Donation Request

As per the recent articles in the newsletter we are really hoping to create a wonderful remembrance display this year in the Atrium of Clayton Health Centre.

The team have been busy in their spare time knitting and croqueting poppies for the display and we would love to receive your poppies as well to add to the display! If you are able to create some for the practice, then please bring them to Clayton Health Centre and do leave your name as well as we will have a roll of honour of all those who helped!

If you don't knit or crochet but would like to help, the girls would be delighted to receive donations of 'Pillar Box Red and Black Double-Knit chunky wool' – any donations would be gratefully received.



Our vision is to have a waterfall display like this in the atrium of Clayton Health Centre.



Friends and Family Test June 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%
Apr-25	790	31%	85%	11%	1%	1%	1%	0.4%
May-25	582	25%	80%	13%	3%	1%	1%	1%
Jun-25	616	27%	74%	17%	4%	1%	2%	1%

The total response rate for June 2025 was 1% point higher than the previous month, sitting at 26% which has brought the year average up to 27% so far for 2025. The **Very Good** responses dropped by 6% points to 74% which is the lowest level in 2025 whilst the Good responses rose by 4% points to 17%. This means that for June 2025 the Very Good and the Good responses combined equalled 91% which is very impressive. The word cloud below shows the Very Good, frequently used words:



It is really lovely to see words such as friendly, helpful, pleasant, efficient, good and service being used time and time again in the comments we received. Unfortunately, this month we have had to re-arrange a significant number of appointment due to staff sickness and this is something that has been reflected within the survey. Please rest assured that we do our very best to ensure all appointments are rescheduled in a clinically appropriate timeframe as far as is possible.



Our team answers hundreds of calls everyday, some are very distressing or challenging, and some can leave them feeling upset.

Please be patient when you call our practice.

You don't know what happened on the call they just took.