



Churchmere Medical Group

Patient Newsletter

Edition 16 – October 2025

Welcome to the October edition of the patient newsletter.

As I am sure many of you are aware, October was Breast Cancer awareness month and if you have visited our Health Centres this month then I am sure you will have noticed the fantastic display provided by Elayne one of our Cancer Care Co-ordinators. We have received numerous donations to the bra banks and these banks will remain in both health centres for the rest of the year.

We are all very proud of the hard work that has gone into our November displays for both health centres, and we very much look forward to your feedback on the hard work of our staff and patients alike...!

In December we are hoping to have 'Wish Trees' in both our health centres – and we are looking for donations of a large and small Xmas tree. Should you be able to help I would be delighted to have a conversation with you.

Finally, on the 31st October the Prescriptions Ordering Service closed, and, in this newsletter, you will find all the information you need to order your prescriptions going forward.

Many thanks

Olivia A Barker

Patient Services Manager

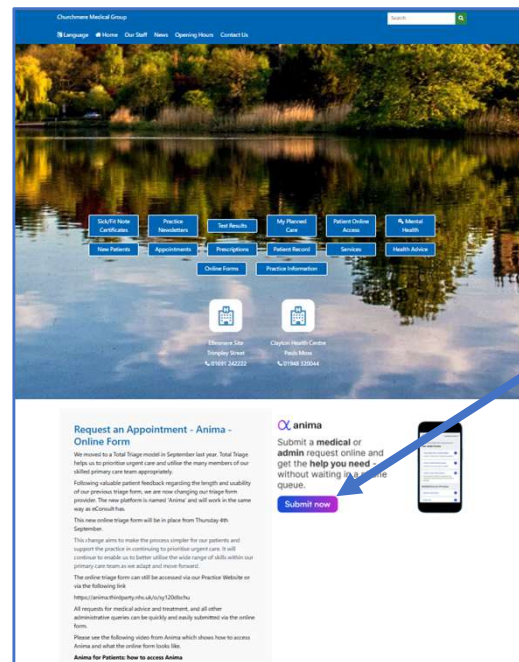




Total Triage – Change in online platform

Some hints and tips....

- ❖ The new triage platform is called Anima and can be accessed from the homepage of our website, or you can request a link to the system by contacting our team of receptionists.



- ❖ If you have no online access or are struggling to complete the form, then call the practice and a receptionist will be able to guide you through the process.
- ❖ You do not need to verify your phone number, but if you do this will ensure your response is sent directly to your mobile phone.
- ❖ Once you are in the system use the search bar to find the correct medical condition or problem that you wish to discuss.
- ❖ In order to help us contact you quickly please add a mobile phone number and an email address to your request form – this gives the triaging team more options to contact you on and ensures they can contact you directly from the triage form.



Total Triage – Change in online platform

Some hints and tips.....

- ❖ It is important to add your mobile phone number and email address to the triage form even if it is on your medical record.
- ❖ By using the <administrative query> part of the triage request form you can quickly get help with a wide variety of concerns including:
 - ❖ General Admin
 - ❖ Registering a new carer
 - ❖ Completing a form
 - ❖ Cancelling an appointment
 - ❖ Registering for Electronic prescription service
 - ❖ Update your personal details
 - ❖ Request a letter from the GP
 - ❖ Request a medication review
 - ❖ Report an administrative error
 - ❖ Start a Subject Access Request
 - ❖ Request a Sick note



anima The fastest way to get the care you need

Submit a **medical** or **admin** request and get the **help you need** - without waiting for an appointment





Ordering Prescriptions from the 1st Nov

The POD (Prescription Ordering Service) is closing, and therefore our patients will no longer be able to order medication via POD after 31st October 2025.

- ❖ From 1st November 2025, please use your NHS App or Patient Access to request your repeat prescriptions.
- ❖ For more information visit www.nhs.uk/nhs-app and more information on the NHS App is available on page 7 of this newsletter.
- ❖ If you are unable to order online, please use our new telephone ordering service by calling **01691 881323**.

**IMPORTANT NOTICE
FOR OUR PATIENTS**

From 1st November 2025, how you order your repeat prescriptions is changing.

To request your repeat medication, please use one of the following options that are available at any time:

- 1 NHS App or Online Services**
Use the NHS App or existing online patient access account to order your repeat prescriptions easily and securely.

Get started by downloading the NHS App or visiting www.nhs.uk/nhs-app
- 2 Call Us Directly**
 **01691 881323**

You can still order your repeat medication by phone if you prefer.

! Please note: From 1st November you will no longer be able to order your medication using the Prescription Ordering Direct service.



Churchmere Medical Group Flu Clinics

In October we held our annual Flu Clinics and we are delighted to be able to report that we delivered over three thousand vaccines.

This year the Whitchurch clinic was held at the new health centre and the layout of the building allowed for a seamless flow of patients for both Covid and Flu vaccines. We were delighted to be joined this year by the Shropshire, Staffordshire & Cheshire Blood Bikes as well as members of our Patient Participation Group and Elayne and Val from the Cancer Care Co-ordination Team. A flurry of volunteers also helped to man the car park and talk to patients as they waited for their vaccination.

In Ellesmere, the clinic was again held at Lakelands School and our thanks to the Schools management team for allowing us to use this fantastic space. Again, the Blood Bikes joined us for the day, and we are delighted that over the two days the team raised £900 in donations which is fantastic.

If you have not yet had your vaccine and you are eligible then you should be able to have your jab when you are next in a consultation – please ask the nurse or GP if you are eligible and they will be able to assist you.



A very big thank you to the Patient Participation Group members and friends of Churchmere Medical Group who gave up their own time to help at both flu clinics – we could not have done it without you!



Chair Donation



This lovely high raised chair has been purchased for Clayton Health Centre by a patient. The chair has been purchased in memory of a patient, and we would like to extend our sincere thanks to the family for the very kind donation.

Elaine is running a raffle with her charity group to purchase a second chair as these chairs are ideal for patients with limited mobility or who have recently had surgery.

Bra Banks

We now have bra banks at both our health centres, and these will be available for the rest of the year. The bra recycling scheme takes your unwanted or unloved bras and through a network of bra banks raises vital funds for pioneering breast cancer research. Together with recycling partners, the textile recovery project prevents these bras going into landfill before giving them a new lease of life. Please dispose of any unwanted bra's in these banks the next time you are in the surgery.





NHS App



The NHS App is for people aged over 13 and who are registered with a GP practice and is a quick and easy way to order your repeat prescriptions.

You don't have to visit your surgery to sign-up and use the app. You will need to register on the app at first. This takes about 10 minutes to do.

You'll need an email address and a mobile phone number. During the initial setup, you'll be asked to prove your identity to connect your NHS login to your record and protect your health information. If you do not have an accepted form of ID, you will need to register for your GP surgery's online services and obtain the registration details. You can use these registration details to prove who you are instead of using photo I.D. Once your information has been checked and verified, you can then login and use the app.

The NHS App will allow you to:

- ❖ Check your symptoms
- ❖ Find NHS information on hundreds of conditions
- ❖ Use NHS 11 for urgent help online
- ❖ View existing and book future appointments
- ❖ Order a repeat prescription
- ❖ View your GP Medical Record
- ❖ View messages from Churchmere Medical Group



How do I access the NHS App

The NHS App is available from the Apple Store for iPhones and from Google Play for all Android phones.



You will need to tap either <Install> or <Get> depending upon the device you use. You can also access the NHS App via a web browser such as Internet Explorer or Google Chrome without needing to download anything. Once you have downloaded the app you will follow a set of simple instructions to create your account.

Log in to your NHS account online

www.nhs.uk/nhs-app/account

- Order repeat prescriptions
- See your health information
- Access health advice
- And much more...

© 2020 NHS.uk. All rights reserved. NHS.uk is a registered trademark of NHS.uk. All other trademarks and logos are the property of their respective owners. NHS.uk is a registered trademark of NHS.uk. All other trademarks and logos are the property of their respective owners.



Friends and Family Test September 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%
Jul-25	650	23%	74%	18%	3%	3%	2%	0.31%
Aug-25	680	27%	78%	13%	5%	3%	1%	1%
Sep-25	636	24%	81%	14%	3%	1%	1%	0.79%

In the month of September, we received 636 responses to our Friends and Family Test SMS which is a 24% response rate. The score for the 'Very Good' and 'Good' response rate was a fantastic 95% which is fabulous. The word cloud below shows the most frequently used words for these responses.



At Churchmere Medical Group we use your feedback to continuously improve and on the next page are some examples of how we have used your feedback to enhance the services we offer our patients. It is only by listening to our patients can we continuously improve.



You Said..... We Did.....

You Said.....

"At the Clayton Health Centre there is no hand sanitizer by the check in screens."

We Did.....

We have ensured that there are always hand sanitisers readily available for our patients in all our waiting rooms.

You Said.....

"Why was I sent home to call the practice to arrange a follow up that I could have booked after my appointment."

We Did.....

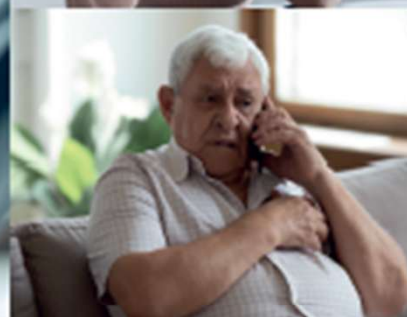
Encourage all our staff to send patients to reception to book follow up appointments when they are in the health centre.

You Said.....

"The Ellesmere Health Centre looks tired and dated."

We Did.....

Ellesmere Health Centre has now been painted, a improved desk and screens will soon be fitted and the pictures from our patient competition will soon be hung.



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.