



Churchmere Medical Group

Patient Newsletter

Edition 14 – August 2025

Welcome to the August edition of the patient newsletter.

August has started with some very hot weather, so we do hope that our patients are managing to stay well, hydrated and that if you are able, you are managing to enjoy a little time in the good weather.

This month we are delighted to bring you more details of our move to a new Triage Platform. From the 4th Sept we will no longer be using eConsult but on a new triage platform will be accessible (see the next page for further details).

Earlier this month we were delighted to be invited to take part in the Breast Cancer Now event in Ellesmere Market Hall and our thanks to Ismay for the invitation (please see page 3 for Elayne's report).

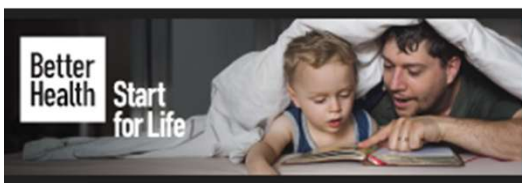
In this newsletter there is also an invitation to our patients to attend a coffee morning at Severn Hospice as well as information on the Shropshire Community Long Covid Programme.

Many thanks

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.





Total Triage – Change in online platform

As you will be aware, Churchmere Medical Group moved to a total triage model in September last year., at this point the platform we choose to use was the eConsult platform.

Following valuable patient feedback regarding the length and usability of our previous triage form, we are now changing our triage form provider. The new platform is named 'Anima' and will work in the same way as eConsult has.

This change aims to make the process simpler for our patients and support the practice in continuing to prioritise care. It will continue to enable us to better utilise the wide range of skills within our primary care team as we adapt and move forward.

The online triage form can still be accessed via our Practice Website and the new link will be shared with all our patient on the 4th September.

Please see the following video from Anima which shows how to access Anima and what the online form looks like.

https://www.youtube.com/watch?v=Vy_vkM615YE

If you do not have access to a smartphone, or computer, or are unable to use the online form you will still be able to telephone the practice. A Patient Services Advisor will be able to submit the form on your behalf by completing it with you over the telephone. However, it will greatly improve access on the telephone if all those patients that CAN use the online form do use it.

Completing the form online will be quicker than waiting on the telephone.

 **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





Ismays Charity Shopping Event



The event was a fantastic success and to date has raised £2,491.40 for this fantastic cause. Our thanks to Ismay for asking Churchmere Medical Group to attend this event.



On Thursday 7th August our Cancer Care Co-Ordinator Elayne Higgins attended a Charity Evening organised by Ismay Evans for Breast Cancer Now.

 **Ismays** 
Charity Shopping Evening

in aid of Breast Cancer Now
Total so far...
A huge Thank you to you all 😊

£2491.40

I know I have more stall money & donations promised to come in so will update soon

If you would still like to donate, please pop it into me at the shop. Thank You

Elayne said...The event was brilliant! Very well attended and very well run. A great mix of retail / seating / eating /activities of fund raising and practical information - it drew people in and, more importantly, they stayed and chatted. A really lovely event!



Welcoming New GPs to Churchmere

We are delighted to welcome several new GPs to Churchmere Medical Group this month:

Dr J Horne

Many of you will recognise Dr Horne as he was last with us in July 2024 when he was on his placement. He has now completed his training and has joined us as a Salaried GP. We are delighted that Dr Horne has chosen to come back to Churchmere Medical Group, and we wish him every success with us.

At Churchmere Medical Group we pride ourselves on our values of continuous improvement and hand in hand with this comes the development and continuous learning for placement GPs.

This month we have also welcomed two new placement GPs and these are: **Dr Jessica Bialan** (ST1) and **Dr Tawanda Chizaza** (ST3). We wish them both a very happy placement with us.

Flu Clinics for 2025

We have already started to plan our Flu clinics for 2025 for both the Ellesmere Health Centre and the Clayton Health Centre!

Over the coming weeks, eligible patients will receive a text or email invite. Those without text messaging or emails will receive a phone call so please don't call the practice until you have received your personal invite. More updates will follow in due course, and the clinics will commence in October.



Severn Hospice Coffee Morning

You're welcome!

Our team is here to help you – and you might be surprised at how much we can do.

We'd love to meet you and tell you all about that in person, so we're inviting you to pop in and see us. You don't need to tell us you're coming, or to have been referred.

Although these sessions are designed to be more of a social gathering for anyone with a palliative diagnosis, members of our team will be on hand to answer general questions and provide advice regarding our hospice services.



10.30am – 12.30pm

**Every Tuesday at our
Telford Hospice,**
Apley Castle, Telford TF1 6RH

**Every Thursday at our
Shrewsbury Hospice,**
Bicton Heath, Shrewsbury SY3 8HS

No appointment needed!



severnospice.org.uk

5 Year Long Service Award

On the 1st August, GP Partner Dr Tharib presented Julian Rumsey from our Registrations team with his 5 year long service badge.

As you can see from the picture – Julian was thrilled with his badge.



UK Health Security Agency

How to keep antibiotics working

- Don't take antibiotics for colds and flu. They won't work.
- Don't save leftover antibiotics for later, they don't work.
- Take them as directed by your GP, nurse or pharmacist



Scan the
QR code to
find out more





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



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](#)

Long Covid Service

The Long Covid Service offers support to patients aged 16 and over across Shropshire, Telford and Wrekin living with symptoms associated with Long Covid.

We are a multi-disciplinary team consisting of a GP, Nurse, Physiotherapist, Clinical Psychologist and Occupational Therapists.

We run predominantly as a virtual service but can also offer clinic appointments and home visits based on clinical need.

The service is now able to accept self referrals, on the condition that required screening assessments have been carried out by the patient's GP or other relevant medical professional. For further details regarding our referral criteria, please contact us directly.

To self-refer:

1. Access the self-referral platform via the C19-YRS app (download via your app store)
2. Select the 'I would like to register at a centre' option
3. Enter centre PIN: **SCLCS25**
4. Complete screening questionnaire

A member of our team will review this information and then discuss next steps with you. This does not guarantee an automatic referral into the service.

If you do not meet the referral criteria, you will be redirected back to your GP.

Address:

Halesfield 6

Telford

Shropshire

TF7 4BF

Phone:

01952 204 476 option 3

Email:

shropcom.postcovidpatient

@nhs.net



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





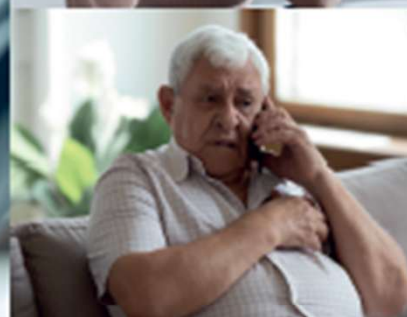
Friends and Family Test July 2025 Results

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%

In the month of July, the response rate dropped to 23% which is the lowest of 2025 to date. However, from the responses 92% rated Churchmere Medical Group as **Good** or **Very Good** which remains a consistently high score which is most pleasing to see. The word cloud below shows the most frequently used words in these responses and as ever it is pleasing to note the words such as friendly, helpful, efficient, explained, professional and service are large meaning that the frequency they are used in these responses is high.



A theme with our **Poor** and **Very Poor** responses was the cancellation of appointments in the month. We have again seen unprecedented levels of sickness in our clinical teams, and we do endeavour to only cancel appointments as a last resource – we follow a process of triaging all appointments that need to be rescheduled to ensure nothing urgent is left waiting longer than necessary and is within clinical



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.