



Churchmere Medical Group

Patient Newsletter

Edition 15 – September 2025

Welcome to the September edition of the patient newsletter.

Earlier in the month we launched our new triage platform Anima – this was due to patient feedback we have received on the previous platform and we do hope that you have found the transition to be a smooth one. Further hints and tips on using Anima can be found in this newsletter.

I would like to express a massive thank you to everyone who has created poppies for our ‘Poppy Waterfall’ we literally have hundreds of poppies, and we will soon begin the task of creating the waterfall – I do hope you will all enjoy viewing the display in November.

In this edition of the newsletter, we also take the time to congratulate Paula Thomas on 25 years of service to Churchmere Medical Group.

Finally, a reminder for those patients who have received an invite from us to book a flu and/or Covid vaccinations – please use the link provided to book your appointment.

Many thanks

Olivia A Barker

Patient Services Manager

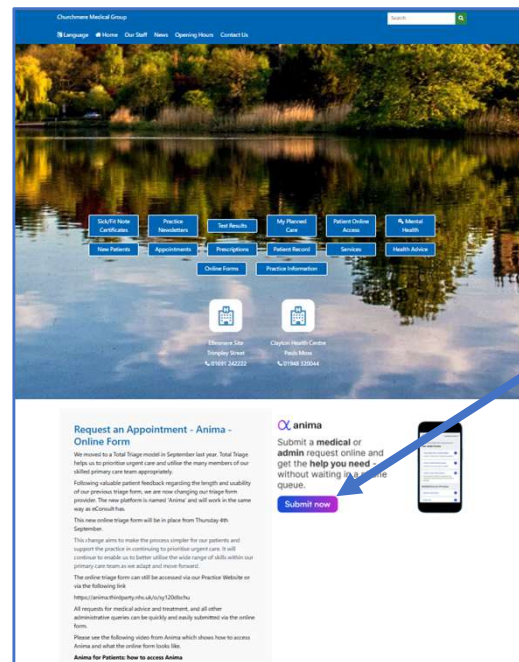




Total Triage – Change in online platform

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





Long Service Awards



Paula Thomas has worked at Churchmere for 25 years and earlier in the month we celebrated this fantastic achievement over a bring and share lunch. Paula is now our Practice Support and Finance Manager and started at Ellesmere Health Centre as a receptionist, she then moved to admin during the set up of the administration team.

Shortly after this Paula was promoted to the position of Administration Manager. When Ellesmere Health Centre merged with Dodington Health Centre Paula was again promoted to the newly created role of Practice Support and Finance Manager.



Jenny Davies, Managing Partner of Churchmere Medical Group said, 'It is wonderful to be able to share this magnificent occasion with all the staff. Paula is a much-loved member of our team, and we wouldn't know what to do without her. Congratulations Paula on 25 years of service!'



NHS Shropshire, Telford & Wrekin Patient Surveys

Have Your Say – We Need Your Feedback!

We have been asked to advise our patients about the following two surveys which are currently live:

[All-age Local ADHD and Autism Services Survey](#) (Closing 31st Oct)

[Adult Mental Health Inpatient Services - NHS Shropshire, Telford and Wrekin](#)

About the ADHD and Autism engagement - NHS Shropshire Telford and Wrekin wants to hear from everyone, no matter their age, about ADHD and autism services to help shape improvements for children, young people, adults, and families. People may have received a diagnosis, be waiting for an assessment or self-identify as being autistic, having ADHD or AuDHD (Autism and ADHD). We want to know what people went through before they got referred for help, and what the assessment for ADHD and/or Autism, and subsequent support from different services was like.

About Adult Mental Health Inpatient Services at Redwoods Hospital -

Health and care partners, including NHS Shropshire, Telford and Wrekin, Midlands Partnership University NHS Foundation Trust, local councils, and the voluntary and community sector, are working together to shape the new Transforming adult mental health inpatient services strategy for 2024-27. Your feedback is vital to ensuring that services are accessible, effective, and focused on what matters most to adults with mental health needs. By sharing your experiences and ideas, you'll play a key role in shaping services that meet the diverse needs of our community.

Jayne Morris

Senior Engagement and Insight Officer

NHS Shropshire, Telford and Wrekin



Bra Collection Boxes

Coming soon to a health centre near you....!

In the month of October, we will be having Bra Banks in our health centres - the bra recycling scheme takes your unwanted or unloved bras and through their network of bra banks raises vital funds for pioneering breast cancer research. Together with their recycling partners, the textile recovery project prevents these bras going into landfill before giving them a new lease of life.

Successful ventures like this provide employment and an income for people living in the UK. Any bras that are genuinely beyond redemption are dismantled and disposed of properly.

For every tonne of bras collected, Against Breast Cancer receives £700 to fund research. With over 30 million women in the UK, you could really help make a difference! So please bring your old bras to the health centre next time you visit.

**Can you
GIVE US YOUR
SUPPORT?**

**Deposit your used, new or
surplus bras into our bra bank.**

Give them a new lease of life - raising vital funds for
research into secondary spread breast cancer.

By depositing
your bras in a BRA
BANK, you will also
be helping small
businesses across
Africa and other
developing countries

For more information, or to
order your own bra bank email
recycling@againstbreastcancer.org.uk
or visit againstbreastcancer.org.uk

Bra Bank

AG INST
breast cancer
Registered Charity No. 1121258
For Collection
Email: abc@brabanks.org.uk
Tel: 0330 137 3900

RECYCLING CLOTHES
COMPANY LTD

T: 01235 534211
E: recycling@againstbreastcancer.org.uk
Registered Charity No: 1121258

AG INST
breast cancer



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

Friends and Family Test August 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%

In the month of August, we received 680 responses to our Friends and Family Test SMS which is a 27% response rate. So, a huge thank you to all the patients who took the time to respond to the message.

The score for the 'Very Good' and 'Good' response rate was a fantastic 91% 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.....

"The triage platform is clunky and very long winded; there are a multitude of questions which are unrelated to my concern."

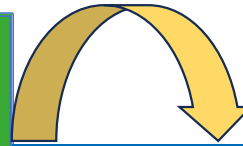


We Did.....

In September 2025, a year after the launch of Total Triage, after extensive research of the products available we moved to a smarter, simpler online platform called Anima.

You Said.....

"I get a text message to complete a feedback form when my appointment was cancelled by you!"



We Did.....

We spoke to our SMS provider who assured us that if your appointment is cancelled more than 2hrs before the original time you will not get a feedback SMS.

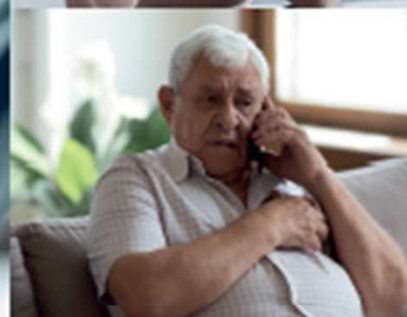
You Said.....

"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.