



# Churchmere Medical Group

## Patient Newsletter

Edition 20 – February 2026

***Welcome to the February edition of the patient newsletter.***

At last, the days are starting to get longer, for some of us we are now able to drive to work in the light and soon we will be also able to drive home in the light as well - which is a time I most look forward to as it coincides with the daffodils, tulips, crocuses and other spring flowers waking up and displaying their full glory. It is indeed wonderful to think that the sun will not set before 5pm again now until October. I hope you enjoy the onset of Spring as much as I do. On the weekend of the 21st February, we held our first Women's Health event at Clayton Health Centre, during the event the Atrium was a hive of activity, and a full summary of the event can be found on page 6 of this newsletter. Watch out for more patient events coming soon.

Also, in this newsletter you will find the dates of our drop-in sessions where members of the Patient Participation Group will be in the reception areas for you to have a chat with. More details of these events can be found on page 4.

I hope you enjoy the February newsletter and that as we enter into March, we get some drier better days!

**Olivia A Barker**

**Patient Services Manager**





## No Smoking Day 2026

### No Smoking Day this year is on Wednesday 11<sup>th</sup> March

If you are looking to quit smoking then you may find the NHS Quit Smoking app useful as it is designed to provide you with personalised support to help you quit smoking for good. The app allows you to:

- ❖ Track your progress
- ❖ See how much you're saving
- ❖ Get daily support
- ❖ Get inspired by others

Once you reach 28 days smoke-free, you're much more likely to quit for good!





*Have your say...*

## Drop-in Sessions with our Patient Participation Group

Members of our patient participation group are keen to meet with you, our patients to hear your views and experiences.

We have dates in March and April and these will vary at each health centre and more dates will be added soon.

The aim of the sessions are:

- Informal sharing of experiences with fellow patients.
- Have your say on what improvements could be made.
- Share your positive experiences.



The sessions will be held as follows:

Date	Location	Timings
3 <sup>rd</sup> March	Clayton Health Centre	11am – 1pm
7 <sup>th</sup> April	Clayton Health Centre	11am – 1pm
7 <sup>th</sup> April	Ellesmere Health Centre	11am – 1pm



## *Think Twice, Order Right*

### ***New 'Think Twice, Order Right' campaign launched to reduce medicines waste and protect patient safety.***

NHS Shropshire, Telford and Wrekin has launched a new campaign — 'Think Twice, Order Right' — to help reduce the estimated £2.6 million worth of medicines wasted unnecessarily across the area every year. Almost 40% of this waste could be avoided – and everyone can play a part in changing that.

The campaign urges people to check what medicines they already have at home before ordering their repeat prescriptions, and to only request what they genuinely need. Ordering unnecessary medicines can contribute to shortages, create avoidable risks at home, and harm the environment.

The campaign asks people to:

- **Check first:** Before ordering medicines check the amount, you have and whether it is in date. Only reorder medications when you have around 7 to 10 days left. Only request the medicines you need.
- **Think safety:** Unused medicines can negatively impact the environment if thrown away. Return any unused or expired medicines to local pharmacies for safe disposal.
- **Double-check at the pharmacy:** Before leaving the pharmacy premises (building), check your bag and hand back any unwanted medicines for reuse.

By 'Thinking Twice and Ordering Right', patients will be helping to protect NHS resources, keep medicines available for those who need them, and prevent unnecessary environmental harm.

If you are unsure what to do, speak to your Pharmacy Team.

Find out more about our medicines waste campaign, 'Think Twice, Order Right', at: [www.ThinkTwiceOrderRight.co.uk](http://www.ThinkTwiceOrderRight.co.uk)



## Women's Health Event – Clayton Health Centre

**On Saturday 21<sup>st</sup> February we held  
Our inaugural Women's Health  
Event.**

During the course of the morning we held several clinics for cervical smear Tests, pill checks, HRT reviews and much more.



We were delighted to be joined in the atrium by Sharon our Cancer Care Co-Ordinator, Darcey representing the Breast Screening service and Pam from the Blood Bikes.

We delivered 30 Cervical Smear tests as well as a number of appointments for pill checks, contraception checks and HRT reviews. A very successful day indeed!



Repeat prescriptions?

**THINK TWICE  
ORDER RIGHT**

Only request the medicines you need

**NHS**  
Shropshire, Telford  
and Wrekin

[ThinkTwiceOrderRight.co.uk](http://ThinkTwiceOrderRight.co.uk)



*Wellbeing Drop-In Sessions Oswestry*



# WELLBEING DROP-IN

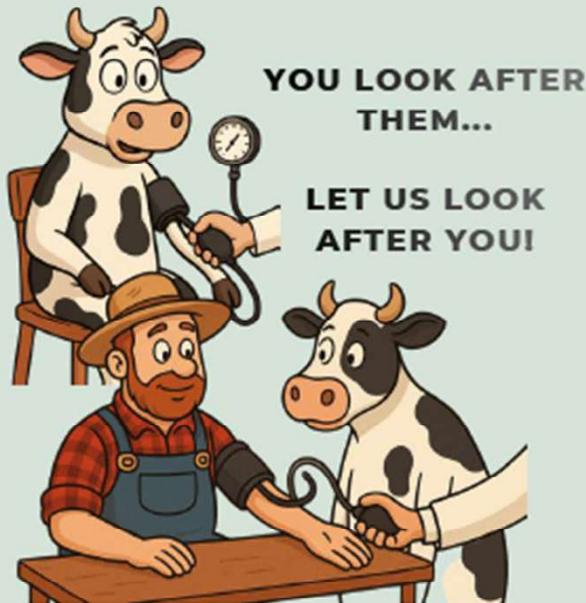
FULL AND MINI HEALTH CHECKS ARE BACK!

## 2026 DATES:

## OSWESTRY LIVESTOCK MARKET:

3<sup>RD</sup> WEDNESDAY OF THE MONTH: 10AM - 2PM

21 <sup>ST</sup> JAN	15 <sup>TH</sup> JUL
18 <sup>TH</sup> FEB	19 <sup>TH</sup> AUG
18 <sup>TH</sup> MAR	16 <sup>TH</sup> SEPT
15 <sup>TH</sup> APR	21 <sup>ST</sup> OCT
20 <sup>TH</sup> MAY	18 <sup>TH</sup> NOV
17 <sup>TH</sup> JUN	16 <sup>TH</sup> DEC



- MINI HEALTH CHECK:**
- BODY MASS INDEX (HEIGHT, WEIGHT, AND WAIST MEASUREMENTS)
  - BLOOD PRESSURE/PULSE
  - ALCOHOL AUDIT
  - PHYSICAL ACTIVITY ASSESSMENT
  - Q RISK/HEART AGE
  - SIGNPOST/REFERRAL TO APPROPRIATE LIFESTYLE SUPPORT

- FULL HEALTH CHECK:**
- CHOLESTEROL CHECK
  - DIABETES CHECK
  - BODY MASS INDEX (HEIGHT, WEIGHT, AND WAIST MEASUREMENTS)
  - BLOOD PRESSURE/PULSE
  - ALCOHOL AUDIT
  - PHYSICAL ACTIVITY ASSESSMENT
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www.shropshire.gov.uk  
General Enquiries: 0345 678 9000



**Wellbeing Drop-In Sessions Market Drayton**



# WELLBEING DROP-IN

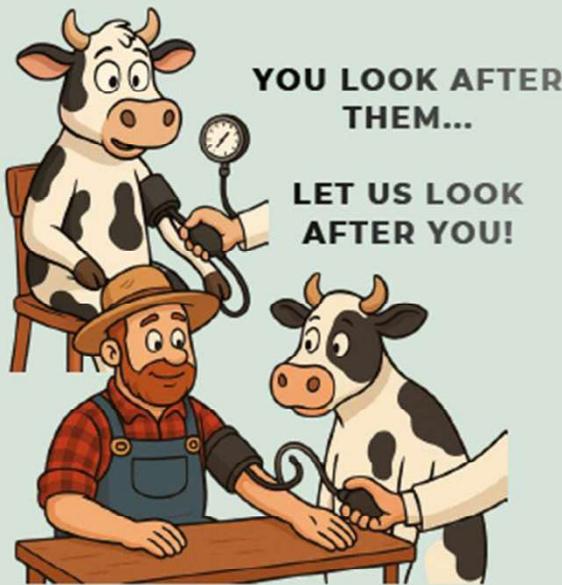
FULL AND MINI HEALTH CHECKS ARE BACK!

## 2026 DATES:

## MARKET DRAYTON LIVESTOCK MARKET:

1<sup>ST</sup> WEDNESDAY OF THE MONTH: 10AM - 2PM

7 <sup>TH</sup> JAN	8 <sup>TH</sup> JUL
4 <sup>TH</sup> FEB	5 <sup>TH</sup> AUG
4 <sup>TH</sup> MAR	2 <sup>ND</sup> SEPT
8 <sup>TH</sup> APR	7 <sup>TH</sup> OCT
6 <sup>TH</sup> MAY	4 <sup>TH</sup> NOV
3 <sup>RD</sup> JUN	2 <sup>ND</sup> DEC



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## Friends and Family Test January 2026

January saw a very strong level of positive patient experience, with the vast majority of respondents telling us they would recommend the practice to friends and family.

Sentiment	Count	% of total
Positive (Very good + Good)	647	92%
Neutral (Neither good nor poor + Don't know)	24	3%
Negative (Poor + Very poor)	28	4%

### What Patients Praised

Across the month, several themes appeared repeatedly in comments:

#### 1. Friendly, caring staff

Patients frequently highlighted the kindness and professionalism of clinicians and reception staff.

Examples from the feedback include: “Prompt and thorough service. Thank you” “The doctor was amazing. Very friendly and listened and took his time.” “Sister Nelson was really informative and helped me understand my issues.”

#### 2. Being listened to

Many patients felt their concerns were taken seriously and explained clearly. “I felt listened to and not rushed.” “The GP was very understanding regarding the pain I am in.”

#### 3. Efficient appointments

Patients appreciated quick check-ins, on-time appointments, and fast follow-up actions. “Appointment on time, very professional.” “Super quick response to my e-consult and booked me in the next day.”

*Thank you to all 699 patients who shared their feedback in January. Your comments help us celebrate what's working well and focus on areas where we can continue to improve.*



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

### You Said.....

**“Improve communication about delays”**

### We Did.....

Clinicians and reception teams are being reminded to update waiting room screens or inform patients directly when running behind.

### You Said.....

***“There needs to be more privacy at Clayton as conversations with the receptionist can easily be overheard”***

### We Did.....

At the reception desk there is now a sign for the next patient to wait at so that the patient at the desk isn't overheard.

### You Said.....

***“No way of contacting the practice in writing electronically.”***

### We Did.....

Our new website clearly displays our email address should patients wish to use this as a method of contact.



**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.**