



Churchmere Medical Group

Patient Newsletter

Edition 21 – April 2026

Welcome to the April edition of the patient newsletter.

The month of March was a very interesting one for me, as at the end of February I unexpectedly found myself on the receiving end of a plethora of NHS services. Being a patient was a very new experience for me and one which ended up with a six-week absence from work – so I am very sorry to those of you who missed my March ramblings – but do not fear – I am back now and the Patient newsletter has resumed.

This month we have trialled an AI Telephone Assistant as we strive to find new and innovative ways to improve our efficiency in line with our fundamental vision which is *‘to deliver patient centred healthcare, closer to home that is streamlined, efficient and clinically appropriate’*. We are now evaluating the data and researching other ways in which we can ensure patients are not waiting on the phones for an unacceptable length of time. More details will follow in due course.

I am also delighted to advise that we are currently working on inaugural Men’s Health Events for both Health Centres and again more information will follow Shortly. In the meantime, enjoy the April Newsletter!

Olivia A Barker

Patient Services Manager





Let's Dance...

From the rhythmic movements of ancient tribes to the vibrant expressions of modern communities, dance is deeply ingrained in human culture. Today, this age-old practice is being reimagined as a powerful tool for improving health and wellbeing. Let's Dance! is a new initiative, backed by Angela Rippon, the UK's Chief Medical Officers and leading dance organisations, aiming to integrate dance into healthcare to promote healthier, happier lives.

What do we mean by dancing?

Well, the list is long! From ballet to belly dancing, Morris to nightclub dancing, it is the rhythmical movement of our body, or at least an attempt at it! Dance movement therapy is a formally regulated activity by the UK Council of Psychotherapy and is a psychotherapeutic technique that uses movement to improve a person's emotional, social, cognitive and physical health.

Key benefits of dancing.

- Dance enhances cardiovascular fitness, musculoskeletal strength and balance.
- Dance promotes cognitive function and brain health by combining movement with creativity, coordination and social interaction.
- There was a statistically significant reduction in participants' fear of falling by the end of the initial phase of the Dance for Health programme.
- Dance reduces depression and anxiety across all age groups.
- Dance combats isolation, fostering a sense of community and belonging.

For more information on how you can get involved

Simply type 'Let's Dance Journey into your

Search engine.





Smoking Cessation Clinics

Appointments
now available at
Ellesmere and
Whitchurch.



Smoking Cessation Clinics at Churchmere Medical Group

Do not forget we run smoking cessation clinics at Churchmere Medical Group if you are looking for support. The clinics are run at our Clayton Health Centre on a Thursday and at our Ellesmere Health Centre on a Tuesday.

To book an appointment please complete an online anima triage form or call our reception team who will be delighted to book an appointment for you.

Contacting Churchmere Medical Group

If you need to contact the admin team at Churchmere Medical Group then please be advised our email address is

churchmere.admin@nhs.net please note this email address can not be used to request an appointment or seek medical advice or treatment.



Spring Vaccination Campaign - *Covid Vaccinations*

The Spring Covid booster programme will commence on 13 April 2026 and end on 30 June 2026. Bookings open on 7 April 2026 and you can book online via Book, change, or cancel a COVID-19 vaccination appointment online - NHS or by calling 119. Please note that the Practice will not be offering covid vaccines this Spring.

The Covid vaccination will be offered to adults aged 75 years and over by the 30th June 2026 and individuals who are immunosuppressed. If you are under 75 years of age, you may receive a letter to say that 'you may be eligible' for vaccination. The eligibility criteria is not straight forward but we have listed some groups here:

- Organ, bone marrow or stem cell transplant patients
- Those being treated with systemic steroids for more than a month
- Those living with HIV
- Those receiving immunosuppressive or immunomodulating biological therapy, including children who are about to receive therapy
- Those undergoing chemotherapy or radiotherapy
- Those requiring long-term treatment for immunosuppression
- Those with a history of haematological malignancy including chronic leukaemia, lymphomas, and leukaemia

If you believe that you are immunosuppressed and have received a letter, you can book your appointment. However, please note that your eligibility status will be checked by the vaccinator when you attend.

If you are a registered housebound patient, we have already made a referral for the Shropshire vaccination team to arrange to visit you at home to administer your vaccine.



Spring Vaccination Campaign - *RSV Vaccinations*

RSV Vaccination – from 1 April, the NHS has expanded the Respiratory Syncytial Virus vaccination programme to all adults from 75 years of age. Almost all older adults will have had several RSV infections during their life. A single dose of vaccine will help to boost protection as you reach an age group at highest risk of serious RSV infection. Unlike the flu vaccine you do not need to have the RSV vaccine every year.

When you book your covid booster vaccination, you may be asked to contact your GP practice to book your RSV vaccination. Please note that if you have already received your single dose of RSV vaccine, this does not need to be repeated.

Message in a bottle service

Please be advised that we have a very good uptake of the 'Message in a bottle' service and we very quickly had our supplies exhausted. We have requested more from The Lions Club and once we have more supplies we will let you know. Many thanks for your patience.

Repeat prescriptions?

**THINK TWICE
ORDER RIGHT**

Only request the medicines you need

NHS
Shropshire, Telford
and Wrekin


[ThinkTwiceOrderRight.co.uk](https://www.thinktwiceorderright.co.uk)

Men's Health Event


Following the success of our Women's Health Events in both Health Centres. We are in the process of arranging some exciting events for our male patients – further details to follow ! Looking out for more details soon.




A guide to screen time



A GUIDE TO SCREEN TIME





UNDER 5s


How to help little brains develop healthy screen habits

How much screen time should my child have?

Limit total screen time, wherever possible.

Under 2 yrs: Avoid screen time except shared activities with family that encourage bonding and interaction.


2-5 yrs: Try to keep to 1 hour a day. Less if possible.



Young children's brains are over-stimulated more easily than adults', so they need specifically tailored content.

Slow paced content: Choose content with simple stories and clear, slow speech, so emotions are easy to follow.

What content is better content?



Safe content: Use parental controls to block inappropriate, harmful material.

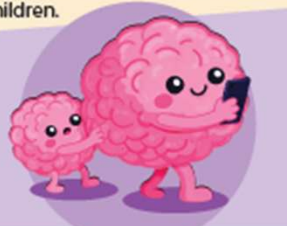
Social media: This isn't made for young brains, so it should be avoided.

AI: Don't let them use AI toys, tools, or chat-bots until we know more about their effects on children.

Safe screen swaps: Switch fast-paced style videos for slower-paced content with simple stories.

How does my screen use affect my child?


Lead by example: Children's brains are like sponges – they'll copy your screen use habits. Be mindful of how often you use screens around your child.



Set clear boundaries for screen use. This gives children time for activities and play that help them develop.

Avoid young children using screens alone. Try to keep bedrooms and mealtimes free from screens.

Why not try... watching and discussing content with your child? Conversation helps their development.



Safe screen swaps:

Mealtimes: Swap screens for music, games or conversation – make it social.


Bedtimes: Swap screens for bedtime stories 1 hour before sleep.


When and where is it okay for my child to use screens?

Children with disabilities or special educational needs may benefit from tailored screen use. And for some, assistive technology can be an important tool for communication and everyday participation.

My child has SEND. Is the advice the same for us?

They also need ample time for interaction, play, and sleep. Try to avoid screen time for these activities.





How does screen time affect my child's development?

Large amounts of screen time are linked with negative effects on children's health and development. It can affect social, emotional, language & brain development, sleep, eyesight and weight.

Young children learn best through warm interaction with parents and carers – reading, play and conversation. These early moments build the foundations for life.



Friends and Family Test (FFT) – March Summary

Thank you to everyone who shared feedback with us during March. We received many responses and are grateful for the time taken to tell us about your experiences. Overall feedback this month was overwhelmingly positive, with many patients rating their experience as “Very Good.”

Many patients described their care as excellent and said they would recommend our service.

What Patients Told Us Went Well

- ❖ Friendly, kind, and compassionate staff across reception, nursing, and GP teams
- ❖ Professional, knowledgeable clinicians who listen and take time to explain
- ❖ Feeling reassured, respected, and involved in decisions about their care
- ❖ Efficient service, with many appointments on time or with minimal waiting
- ❖ Thorough assessments and clear plans for treatment or follow-up

Many patients also gave specific praise to individual staff members for going above and beyond to provide outstanding care.

Where We Can Improve

While most experiences were positive, some patients reported:

- ❖ Waiting times or delays, particularly when clinics were running late
- ❖ Last-minute appointment cancellations or changes
- ❖ Occasional concerns about communication, including feeling rushed or not fully listened to
- ❖ Issues with appointment access, booking systems, or follow-up processes
- ❖ A small number of concerns about clinical outcomes or unresolved

Thank you for helping us continue to develop and improve our services for all patients.



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.