



CHURCHMERE MEDICAL GROUP

An Introduction to our Services.

Contact Us

Ellesmere Health Centre:

Churchmere Medical Group, Ellesmere Health Centre, Trimpley
Street, Ellesmere, SY12 0DB
Tel: 01691 242222

Whitchurch Health Centre:

Churchmere Medical Group, Clayton Health Centre, Pauls Moss,
Whitchurch, Shropshire SY13 1FQ
Tel: 01948 320044

*Our phone system offers a call-back option so you don't have to wait in
the queue.*

 www.churchmere.co.uk

 churchmere.admin@nhs.net



Scan the QR code to
submit a health query

*“Our mission is to provide high quality, caring and patient centred services whilst
embracing change, delivering innovation and
creativity alongside the traditional values of family general practice.”*



Welcome

Churchmere Medical Group serves Ellesmere, Whitchurch and the surrounding areas, providing care for over 20,000 patients.

We operate across two sites, Ellesmere Health Centre and Clayton Health Centre. As a training practice, we are committed to continuous development and delivering high-quality patient care with a strong focus on wellbeing.

Our multidisciplinary team includes GPs, nurses, healthcare assistants, a mental health nurse, pharmacists and a pharmacy technician, all supported by our experienced patient services advisors, administrative staff and dispensers. We also have a Care Co-ordinator who helps patients access non-medical support and services.

👉 Full details of our team are available on our website.

New Patients

You can register with us quickly and easily online:

👉 www.gp-registration.nhs.uk

If you are unable to register online, please contact reception and we will help you complete your registration.

You will need to live within our practice area to register.

All patients are allocated a named GP responsible for their overall care. You can still request to see any clinician.

Local NHS Services

If you need urgent care when we are closed:

NHS 111

Call 111 or visit www.nhs.uk for urgent medical advice, service direction, or to arrange care.

Urgent Care Centre

Royal Shrewsbury Hospital, SY3 8XQ

08:00–20:00

T: 01743 261138

For urgent, non-life-threatening conditions.

Minor Injuries Units

Oswestry Health Centre

Mon–Fri 08:30–18:00 | Sat–Sun 08:30–13:00

T: 01691 663617

Whitchurch Community Hospital

Mon–Fri 09:00–17:00

T: 01948 660834

For minor injuries such as sprains, wounds, and burns.

Emergencies

Call 999 for life-threatening conditions (e.g. chest pain, severe bleeding, collapse).

We provide NHS services on behalf of NHS England:

PO Box 16738, Redditch, B97 9PT

T: 0300 311 2233

E: england.contactus@nhs.net

More information: www.nhs.uk

Patient Participation Group

We have a Patient Participation Group (PPG), which gives patients the opportunity to share their views and help shape the services we provide.

We welcome your feedback and are committed to continually improving our services.

If you are happy with the care you have received, or if you have suggestions on how we can improve, we would be pleased to hear from you. If any aspect of our service has not met your expectations, please contact the practice so we can address your concerns promptly and appropriately.

👉 Please contact the practice or visit our website for more information.

Patients Charter

We aim to:

- Treat you with respect and listen to your concerns
- Explain your care and treatment clearly
- Keep your information confidential

We ask you to:

- Attend or cancel appointments
- Treat staff and other patients with respect

⚠️ Zero Tolerance

We do not tolerate abusive or threatening behaviour.

Patients may be removed from the practice list if this occurs.

Practice Opening Times

Ellesmere & Clayton Health Centres

Practice (in person):

- Monday – Friday: 08:00 – 18:30

Telephone:

- Monday – Friday: 08:00 – 18:30

Online services:

- Monday – Friday: 08:00 – 18:30

Communication

We may contact you by text or secure email about your care or appointments. Please ensure your contact details are up to date. Messages may come from a no-reply Accurx email address with the subject:

“Churchmere Medical Group has sent you a message.”

You can cancel appointments by calling us, emailing, or replying “CANCEL” to your appointment reminder text.

Clinics

We offer a range of NHS services, including:

- General medical care
- Nurse clinics (including cervical screening, vaccinations, and health checks)
- Maternity and child health services
- Minor surgery
- Chronic disease management
- Mental health support

👉 For full details, please visit our website or contact the practice.

Dispensary & Prescriptions

Our dispensary is located at our Ellesmere site and is open:

- Monday – Friday: 08:00 – 18:00

Eligible patients can benefit from the convenience of collecting their medication directly from the practice, helping to save time and reduce journeys to a pharmacy. If you are unsure whether you qualify to use our dispensary service, please ask at reception and our team will be happy to advise you.

A delivery service is available for patients who are unable to collect their medication.

Repeat Prescriptions

Order your repeat medication using:

- NHS App or Patient Access
- www.nhs.uk/nhs-app
- Or call our ordering line: 01691 881323

Please allow 48 hours for processing (excluding weekends and bank holidays).

Test Results

You can access your test results through the NHS App in the first instance. If you are unable to use the app, please call the practice after 14:30 for your results.

For confidentiality reasons, results will only be given to you unless we have your consent to share them with someone else.

Appointments

To request an appointment or seek medical advice, please use our Total Triage system, found on our website: www.churchmere.co.uk

What to do

Complete our online form: www.churchmere.webgp.com

- Often quicker than waiting on the phone
- Gives clinicians better information about your problem

What happens next

- Urgent problems: same-day response
- Routine problems: response within 1 working day

Other appointments

You can still call us directly to book nurse or healthcare assistant appointments (e.g. injections or dressings). No online form is needed.

If you can't go online please call us, a member of our team will complete the form with you and ensure your request is passed to a clinician.

All staff are trained and your information will be kept confidential.

Home Visits

Home visits are available for patients who are housebound or too unwell to attend the practice. We encourage patients to request home visits using the triage form wherever possible. Alternatively, please call before 11:00am to request a visit.

If your request is urgent, please make this clear when contacting the practice. Home visits are arranged at the clinician's discretion.