



# Churchmere Medical Group

Patient Newsletter

Edition 23 – June 2026

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

This month we have seen exceptionally high temperatures and periods of sustained tropical weather – whilst this can be glorious it can also be hard to endure when it is sustained – I therefore hope that you have managed to stay well and hydrated. Please see page 9 of this newsletter for more handy hints on how to stay cool and well during the coming summer months – though I am sure as soon as the schools break up the rain clouds will appear!

We have also been advised that Shropshire, Telford and Wrekin have launched a fantastic new app to help patients understanding waiting times at local hospitals, minor injury units and other associated facilities – this is a very useful tool and worth downloading if you have a smart phone.

If you are a keen gardener, like myself, then I hope you are starting to see the efforts of your hard work and have been like me, delighted at how this year so far, seems to have been fantastic for roses, lavender plants and peas especially!

***I hope you find this newsletter interesting.***

**Olivia A Barker**

**Patient Services Manager**

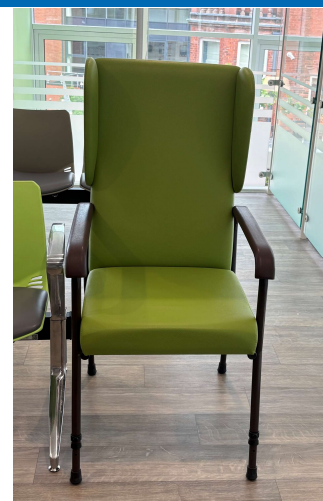




## *Friends for Life Fundraisers*

**We would like to express our sincere thanks to the 'Friends for life Fundraisers' from Whitchurch who have generously donated this high-backed chair to the Clayton Health Centre.**

This chair is on the first floor of the health centre meaning that we now have high backed chairs available for patients with mobility issues on both floors of the building which is a fantastic improvement, and we are very grateful to them.



## **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.





Get to the help  
you need

## Use 111

If you need urgent medical help but you're not sure where to go, use 111 to get assessed and directed to the right place for you.

**Call, go online or use the NHS App.**





## *Message in a Bottle – Bottles now available again*

**Lions Clubs Message in a Bottle is a simple but effective way for patients to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge.**



Message in a Bottle (known within Lions as MIAB) helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication. Paramedics, police, fire-fighters and social services support this Lions life-saving initiative and know to look in the fridge when they see the Message in a Bottle stickers, supplied. The initiative provides peace of mind that prompt and appropriate medical assistance can be provided, and next of kin/emergency contacts can be notified.

The local Lions Club have provided Churchmere Medical Group with a supply of these bottles, so if you would like one, please ask a member of the reception team.

All instructions are held within the bottle, so please take one home, place one sticker near your front door and one on the front of your fridge and then completed the form inside the bottle, place it back in the bottle and put the bottle in the fridge.

The stickers will advise emergency responders to check the fridge!

### **Did you know?**

More than 6 million Message in a Bottle kits have been distributed by Lions Clubs International (MD105) British Isles to people with conditions such as diabetes, allergies, disabilities and life-threatening illnesses.



## *Men's Health Event*

**On the 15th June we held our first Men's Health Event at Clayton Health Centre.**

Although the event was not as well attended as we had hoped it did help us to form a fantastic relationship with Jo from Shropshire Rural Support.

Barbara and Jo delivered insightful talks to the audience and then Men's Health MOT's were conducted by Alice and Julie with Dr Pringle available advice and guidance as well.

The gentlemen that attended found the event useful and left armed with support numbers and contacts that they have not previously had access to. Barbara and Jo are keen to do more events and we hope to have an event in Ellesmere during the month of August.



**Protect yourself from serious lung infection.**  
If you are aged 75 or over, contact your GP to book in for your free respiratory syncytial virus (RSV) vaccine.





*Download the new WaitLess app for urgent care*

**Need urgent care for a minor illness or injury? The new free WaitLess app can help you choose the most appropriate service and avoid longer waits.**

WaitLess combines live waiting times, queue numbers and travel information for urgent care services across Shropshire, Telford and Wrekin, helping you make informed decisions about where to go for treatment.

This includes Urgent Treatment Centres (UTCs) for non-life-threatening conditions and Minor Injury Units (MIUs) for injuries such as cuts, sprains and minor burns.

The app also shows:

- Local pharmacies and services for minor illnesses
- Opening times and parking information
- Details of services available at each site



WaitLess combines travel, waiting and treatment times to give a more accurate picture of how long you may spend at each location.

The app is FREE to download from the App Store and Google Play, simply search "WaitLess".

Please remember: WaitLess is not for serious or life-threatening emergencies. In an emergency, call 999 or go directly to the **Emergency Department**.

**For more information:**

**<https://www.shropshiretelfordandwrekin.nhs.uk/your-health/where-to-get-advice-and-help/download-the-waitless-app-urgent-care/>**



Calling all bird lovers....?



# Are you a bird lover?

**Feed the Birds and Lingen Davies Cancer Support** are currently looking for people with a cancer diagnosis to take part in an exciting pilot project. A trained volunteer will visit you once a week and help you fill up and maintain a bird feeder provided by the project.



## The project:

- We will provide companionship and a listening ear
- You must be aged 18 or over and have a cancer diagnosis, undergoing treatment or living with and beyond cancer
- Live in Shropshire or the Welsh borders

## More information:

- ☎ Diane: 07497 451838
- ✉ dianem@feedthebirds.org.uk

*"The weekly visit from my volunteer is wonderful. We chat about the garden and watch the birds together and I forget that I have cancer"*

[www.feedthebirds.org.uk](http://www.feedthebirds.org.uk)

This project is a partnership between **Feed the Birds** and **Lingen Davies Cancer Support**



## *The Herbert Protocol for dementia*

### **Did you know...**

It is estimated that 70% of people living with dementia will go missing at least once – and when this happens, every minute counts.



The Herbert Protocol is a national scheme to help find a person with dementia who goes missing. Our dementia specialist Admiral Nurses explain what is involved.

### **What is the Herbert Protocol?**

When a person with dementia goes missing, it is vital that they are found and returned to their normal place of residence as quickly as possible. The longer they are missing, the greater the risk of them coming to harm – whether through accident, illness or dangers from other people.

The Herbert Protocol is a form that provides the police and other emergency services with essential information about the person with dementia if they go missing.

The form is completed in advance and a copy kept safely online and/or at the person's home or care home. If the person goes missing, the form can be handed to the police, giving them the information they need to start searching straight away – rather than family and friends having to remember details in a stressful situation.

***More information and to create a Herbert Protocol can be found on the Dementia UK website by searching for "Herbert Protocol".***



## Keeping Safe in Hot Weather



### KEEPING SAFE IN HOT WEATHER

Advice for people who may be at risk

**Hot weather puts extra strain on the body — especially if you are older or take regular medicines.**

The most important thing you can do is keep drinking regularly throughout the day.

#### DRINKING ENOUGH

Aim for around **6–8 cups of fluid a day** — this includes tea, coffee, squash, soup and juice. *Unless your doctor or specialist has told you to limit your fluids* — in that case, follow their advice.





A simple check: your urine should be **pale yellow**. Dark or strong-smelling urine means you need to drink more.

If you feel thirsty, your body is already telling you it needs more fluid.

#### WORRIED ABOUT TOILET TRIPS?

*"I don't want to drink more because I'll need the toilet all the time"*

This is very common. Here are a few things that can help:

-  **Spread your drinks through the day** — try to have most of them before early evening, and less close to bedtime.
-  **Small sips, little and often** — easier on the bladder than drinking large amounts at once.
-  **Food counts too** — cucumber, melon, yoghurt, soup, and ice lollies all help keep you hydrated.
-  **All drinks count** — you do not have to drink plain water. Any fluid helps.

#### WHEN TO GET HELP

 **Call GP or NHS 111 if:**

- No urine for 8+ hours
- Very dizzy, faint or confused
- Temperature 38°C or above
- Vomiting, cannot keep fluids down

 **Call 999 immediately if:**

- Temperature 40°C or above
- Collapse or not conscious
- Seizures or not responding

**Do not wait — call straight away.**



# Keeping Safe in Hot Weather



## KEEPING SAFE IN HOT WEATHER

Advice for people who may be at risk

### 🧊 KEEPING COOL AT HOME

- 🏠 Keep curtains and blinds closed during the hottest part of the day (11am–3pm).
- 🌬️ Open windows in the cooler parts of the day — if nights are still hot, keep windows closed and use a fan instead.
- 🧻 A damp, cool flannel on your wrists, neck or forehead can help cool you down quickly.
- 👕 Wear loose, light clothing and use lighter bedding at night.
- 🏡 Move to the coolest room in your home during the hottest part of the day if you can.

### 💊 YOUR MEDICINES

Keep taking your medicines as normal — **do not stop them without speaking to your GP or pharmacist first.**

Some medicines can make dehydration worse in the heat. These include:

- 💧 **Water tablets** — furosemide, bumetanide, indapamide, spironolactone
- ❤️ **Blood pressure medicines** — ramipril, lisinopril, losartan, candesartan, amlodipine
- 🩺 **Some diabetes medicines** — metformin, dapagliflozin, empagliflozin
- 🚫 **Anti-inflammatory painkillers (tablets only)** — ibuprofen, naproxen. Use paracetamol instead if possible. Gels and creams on the skin are fine.

If you feel unwell and cannot eat or drink properly, **contact your GP or call NHS 111 the same day.**

**Questions about your medicines?**  
A von Hirschberg  
PCN Care Home Pharmacist

North Shropshire PCN • June 2025 • Review June 2027  
[northshropshirepcn.co.uk/our-services/care-homes](https://northshropshirepcn.co.uk/our-services/care-homes)  
The Sick Day Medicines (AKI) leaflet is also available at the link above.  
Available in large print on request.

Repeat prescriptions?

**THINK TWICE ORDER RIGHT**

Only request the medicines you need

**ThinkTwiceOrderRight.co.uk**

**NHS**  
Shropshire, Telford and Wrekin



## Patient Check in System – Visually Impaired Patients

**The check in screens at both Health Centres have been enhanced to better support visually impaired patients.**

This update features an improved visibility display helping make the check-in process clearer and more inclusive.

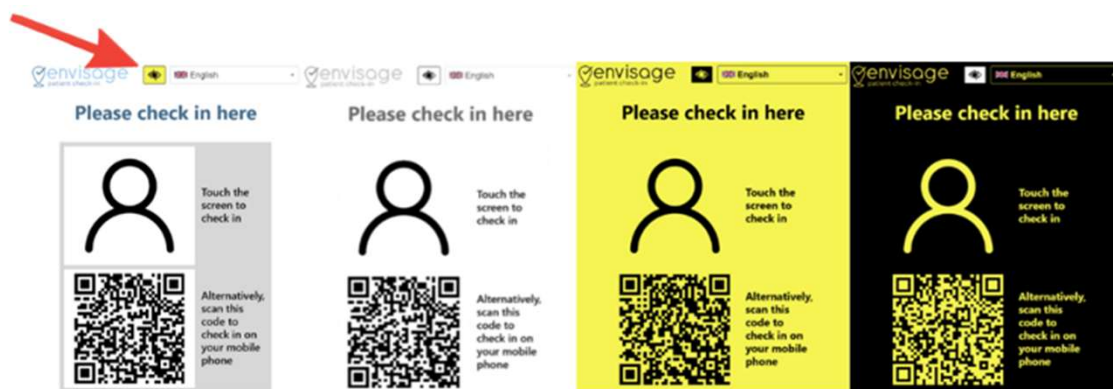
What you need to know:

- ✓ Now available on check-in screens in both health centres
- ✓ Improves visually impaired patient accessibility and experience.

The new feature allows the colour of the screen to be changed from white to yellow or black.

To change the colour of the screen, click the icon of the eye; indicated below by the red arrow.

This will default back to the standard colour scheme after check-in completes.



If you need assistance accessing this for the first time, then please ask one of the reception team to show you how to use it.



## Friends and Family Test (FFT) – May Summary

**Thank you to everyone who took the time to complete our Friends and Family survey during May 2026. Your feedback is extremely valuable and helps us understand what we are doing well and where we can continue to improve our services.**

We received **651 responses** through the Friends and Family Test, and we are delighted that **95% of patients rated their experience as either "Very Good" or "Good"**.

Patients told us they particularly appreciated:

- ✓ The friendliness and kindness of our staff
- ✓ Being listened to and treated with respect
- ✓ Clear explanations and good communication
- ✓ Professional and compassionate care
- ✓ Efficient and timely appointments

Many patients commented on how welcoming and supportive our team was, and how comfortable they felt throughout their visit. We also received some suggestions on how we can improve. Areas highlighted included appointment delays, communication about cancellations, and ensuring our systems and facilities are accessible and easy to use for all patients.

We are reviewing this feedback carefully and will use it to help improve our services.

Your feedback is incredibly valuable and helps us recognise what we are doing well while identifying opportunities to improve the care and experience we provide.

***Thank you for helping us continue to improve our services and for placing your trust in our team.***

### **Our Recommended Focus for June:**

✓ Maintain the excellent standards of kindness, professionalism and communication highlighted in the positive feedback.

✓ Focus on improving:

Appointment management

Communication regarding delays and cancellations

Administrative efficiency

Accessibility for patients with additional needs



## NHS Talking Therapies



UK Government



NHS



**If panic attacks are seriously affecting your life, being able to get out and about is cause for celebration.**

NHS Talking Therapies treatment gives you practical skills and techniques to overcome panic disorder and other conditions. You can refer yourself at [nhs.uk/talk](https://nhs.uk/talk)