



Churchmere Medical Group

Patient Newsletter
Edition 24 – July 2026

Welcome to the July edition of the patient newsletter.

In this edition of the patient newsletter, we are delighted to bring you news on how we are making efforts to address the call waiting times when our patients contact the surgery. We are keen to ensure that when you call us, we answer your call as soon as possible and we are hoping that our new telephone system will reduce call waiting times and provide a faster and more efficient service.

We have also teamed up with Age UK who will be offering appointments for patients who are struggling with the NHS App, the NHS App is a vital tool for managing your health record, viewing appointments and monitoring your test results so if you feel you would benefit from a session with Age UK then please see page 2 for further details.

As ever, if there are any features or news articles you would like to hear about, in this, your patient newsletter then please do let me know.

I hope you find this newsletter interesting.

Olivia A Barker
Patient Services Manager





Age UK Sessions at Churchmere Medical Group

❖ **Are you struggling with the NHS App?**

❖ **Are you not able to fully use the NHS App?**

❖ **Would you like to use the NHS App for all your health information?**

If the answer to any of the above is **Yes** then Age UK may well be able to help you.

Age UK are very kindly running sessions at both the Ellesmere Health Centre and Clayton Health Centre on Tuesday 4th August to help any patient who is struggling with the NHS App or wants to make better use of this essential application.

If you wish to have an appointment for help with the NHS app then please phone 01743 233123, extension 223. Age UK will book an appointment for you and advise what time to arrive and what you will need to bring with you.

NHS App Support Sessions



Tuesday 4th August 2026

**Clayton Health Centre - Morning
Appointments**

**Ellesmere Health Centre - Afternoon
Appointments**

In Partnership With:

We've teamed up with **Age UK Shropshire Telford & Wekin** to offer you the chance to get started with the NHS app, or to find out how to make the best use of it.



**01743 233123 extension 223' to book
Only 6 slots per practice - book now!**



Elevate classes in Whitchurch



Are you...?

Feeling unsteady
on your feet?

Losing confidence
about leaving the
house in case you fall?

Feeling unable to get
up off the floor if you
fell?

60 or over?

Needing to improve your
strength and balance?



Not getting out as
much as you used to?

Living in Shropshire?

If this sounds like you or someone you know...

**there are strength and balance classes for people
aged 60+ in Whitchurch**

- **Thursday afternoons**
at Bargates Hall
- £5 per class with
refreshments included

- **Weekly class** plus booklet
& videos for practising at
home



Call 07852 871589,
Email elevate@energizestw.org.uk
or visit www.energizestw.org.uk/strength-balance-programmes

or

**Scan here for link to
referral form:**



Company number 8066413 & Charity number 1147861 registered in England and Wales



Access Made Simple with Voice AI

At Churchmere Medical Group we're proud to introduce our new Voice AI Assistant. This comes into effect after a very successful trial earlier this year and will be live from Monday 3rd August 2026.

Our phone numbers remain the same and you don't need to do anything different when you need to contact us.

This system is designed to improve your access to care by:

- Answering all calls instantly: *Say goodbye to wait times.*
- Streamlining our processes: *The AI follows the same trusted protocols as our reception team.*
- Improving efficiency: *Faster responses mean better access for all.*

This innovation is just one way we're working to provide a higher standard of care to every patient.

If at any point you would prefer to speak with a member of our team, please let the AI know by asking to speak to a receptionist and your call will be transferred.

We want to assure you that:

- Your data is secure: All interactions comply with GDPR and relevant regulations.
- Privacy is a priority: Your personal information is never shared or used outside of managing your healthcare.



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.

NHS



How to make the best out of your call to Churchmere Medical Group

At Churchmere Medical Group, we are keen to make the patient journey as smooth as possible, and this includes encompassing new technologies where appropriate.

As Vision states:

We will seek out opportunities with other healthcare services to expand, integrate and collaborate. We will embrace change and maximise efficiencies, to allow us to offer better patient care throughout the patient journey.

We understand that AI isn't for all our patients and you can easily skip using the AI receptionist by asking to speak to a member of the team when your call is answered. If you are happy to continue with the AI receptionist here are some handy hints:

- *Speak clearly and at a steady pace*
- *Use simple, everyday language*
- *Answer questions directly and stay on topic*
- *Spell out important details if needed*
- *Avoid background noise where possible*
- *Wait for the AI to finish speaking before responding*
- *If you make a mistake, just correct yourself and continue*
- *Repeat information if the AI asks you to confirm*
- *Be patient, the AI is there to help you get to the right outcome*



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

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



Friends and Family Test (FFT) – June Summary

June 2026 Friends & Family Test Results

Thank you to everyone who took the time to complete our Friends & Family Test during June. We received **677 responses**, and we are delighted to share that **93.1% of patients rated their experience with Churchmere Medical Group as either Good or Very Good.**

Many patients praised our team for their kindness, professionalism and compassionate care. We were particularly pleased to receive positive feedback about staff taking the time to listen, explaining treatment clearly and making patients feel valued and supported throughout their care.

We also appreciate the constructive feedback we received. Some patients highlighted challenges in accessing appointments, longer telephone waiting times and communication around appointments and results.

We recognise these concerns and continue to look for ways to improve access to our services while maintaining the high standard of care our patients expect.

Your feedback is invaluable in helping us improve our services. We would like to thank everyone who shared their experiences and to our dedicated team for their continued commitment to providing excellent patient care.



NHS Talking Therapies



UK Government

NHS

CONGRATS

**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