



Churchmere Medical Group

Patient Newsletter

Edition 25 – August 2026

Welcome to the August edition of the patient newsletter.

As I finish this newsletter, there is a chill in the air and the rain has started – although the gardens, fields and wildlife really need this rain it does seem to mark an end to the wonderful weather we have enjoyed over the summer.

For many, this now means the start of a new academic year at college, school or sixth form or even the start of a new chapter altogether at University away from home – whatever the new term brings we wish you all the very best in your endeavours.

Here at Churchmere Medical Group, the end of the summer means that our focus shifts to our flu campaign – so for those eligible patients please watch out for your invitation and book your vaccination as soon as you are able.

Within this newsletter, I would like to draw your attention to the new referral process for onward care as well as the news that you can now access our Triage platform from your NHS App!

Olivia A Barker

Patient Services Manager





NHS App for Referrals



Are you being referred for onward care?

If you have seen a clinician today and the outcome is that you are being referred for a procedure or investigation, please read the following.

Your appointment and any alerts about your referral will now be handled via the NHS App.

You may find the following steps useful:

- Please ensure you have downloaded the NHS App from your app store.
- Activate the NHS App on your device.
- Ensure notifications are turned on.
- You will be able to choose which hospital you attend via the app and manage your appointment as well.

If you don't use the NHS App then the NHS England Call Centre will write to you to ask you to contact them to make choice as to which hospital you are seen at. The timelines for this are:

- *Two Week Wait referral – letter sent on Day 1*
- *Urgent referrals – letter sent on Day 8*
- *Routine referrals – letter sent on Day 21*





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.





Churchmere Medical Group – Poppy Displays

Last year, with the help and support of our patients, staff and friends we created two amazing Remembrance displays – one in each Health Centre, I do hope you had chance to view them, if not please see the pictures below.



This year our plans are to create something bigger and better, and we would therefore welcome your contributions. Any poppies that you can make would be appreciated and can be delivered to either Ellesmere or Clayton Health Centre's but please leave your name so we can ensure we are able to thank you!



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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*



NHS Health Checks

We are pleased to confirm that NHS Health Checks will be restarting at Churchmere Medical Group from August.

The NHS Health Check is a free check-up of the health of your heart and blood vessels (cardiovascular health). The check is for people who are aged 40 to 74 who do not have any of the following pre-existing conditions:

- Heart disease
- Chronic kidney disease
- Diabetes
- High blood pressure (hypertension)
- Atrial fibrillation
- Transient ischaemic attack
- Inherited high cholesterol (familial hypercholesterolemia)
- Heart failure
- Peripheral arterial disease
- Stroke
- Currently being prescribed medicines such as statins to lower cholesterol
- Previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

These clinics are being held at both health centres and if you are eligible for the health check ran by Ann-Marie from the Healthy Lives Scheme we will be in contact with you.

For more information you can visit this website:

<https://www.nhs.uk/tests-and-treatments/nhs-health-check/>



Anima Triage Requests – Available on your NHS APP

We are pleased to confirm that from Wednesday 9th September the Anima Triage Platform will be available from the NHS App.

This will mean that you can submit a triage request from your NHS App and also view and manage the responses. Please ensure that you have notifications turned on, within the NHS App so that you instantly receive an alert when we have responded to you.

To turn notifications on or off, from the home screen:

- Select Profile.
- Select Notifications.
- Follow the link to your device settings.
- Changes may take up to 24 hours to take effect.

If you use the NHS App on more than one device, you'll need to allow notifications on each device.

EVERY QUIT GETS YOU A STEP CLOSER

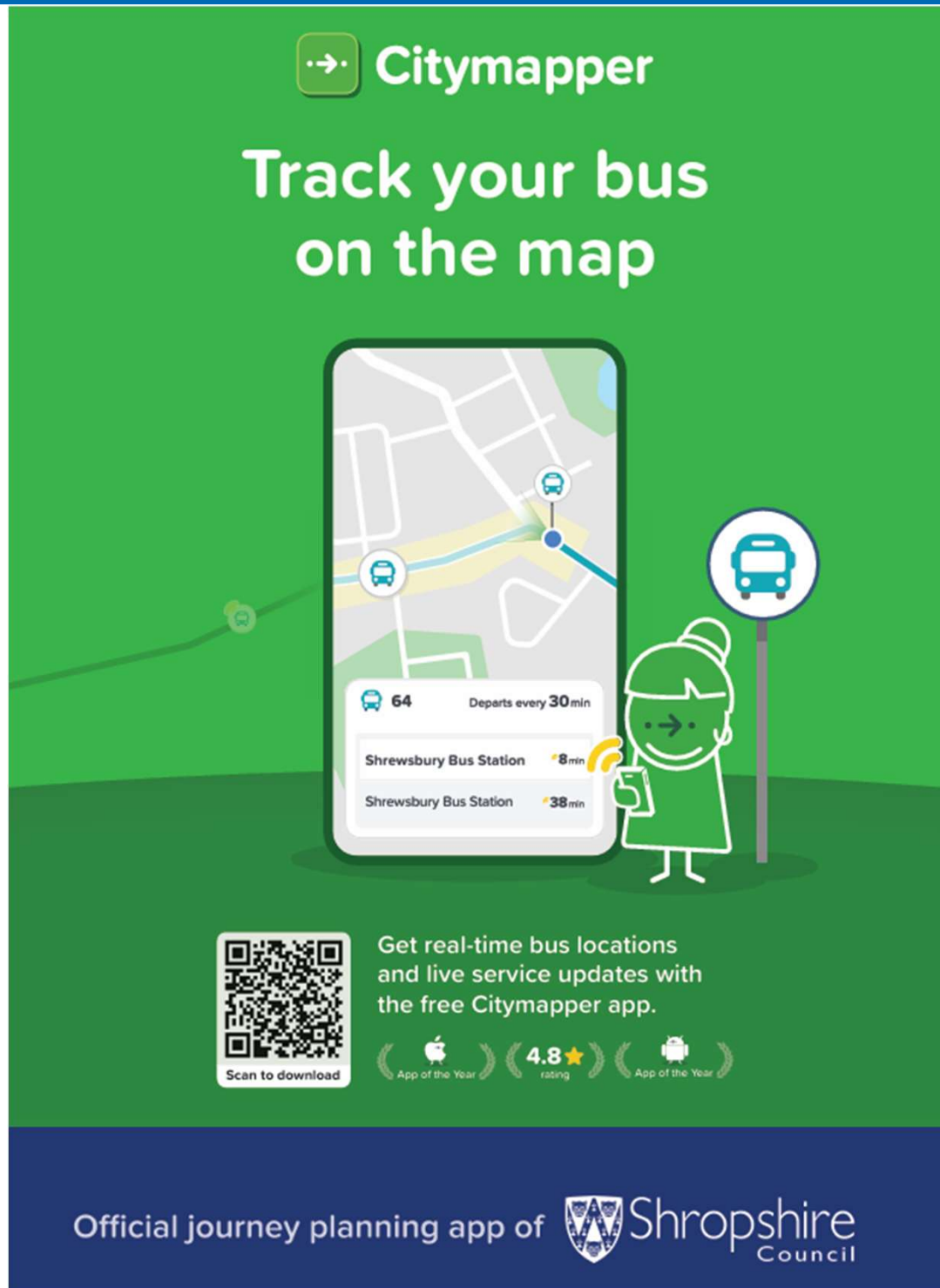
It can take many attempts to quit smoking for good. We're here to help.

STOP TOBER LET'S QUIT SMOKING TOGETHER

Scan for help to quit



Citymapper: Helping Residents Plan Transport to Services

The advertisement for the Citymapper app features a green background. At the top, the Citymapper logo (a green square with a white arrow) is next to the word "Citymapper". Below this, the text "Track your bus on the map" is displayed in large white letters. In the center, a smartphone screen shows a map with a blue bus route. A white box on the screen displays "64" and "Departs every 30min". Below this, it lists "Shrewsbury Bus Station" with "8min" and "38min" travel times. To the right of the phone, a white stick figure stands next to a bus stop sign. At the bottom left, a QR code is labeled "Scan to download". To the right of the QR code, the text "Get real-time bus locations and live service updates with the free Citymapper app." is shown. Below this text are three award logos: "App of the Year" (Apple), "4.8 rating" (Google Play), and "App of the Year" (Google Play). The bottom of the advertisement features the text "Official journey planning app of" followed by the Shropshire Council logo and name.

For information, Shropshire Council has partnered with Citymapper to provide a free journey planning app for Shropshire.

The app brings together buses, trains, walking and cycling routes in one place, with real-time travel information, service alerts and step-by-step directions to help patients plan journeys to services across the county.



Friends and Family Test (FFT) – July Summary

July Friends & Family Test – Your Feedback Matters

We are delighted to share the results of our **July 2026 Friends & Family Test**, which show that the vast majority of our patients continue to have a very positive experience at Churchmere Medical Group.

We received **667 responses**, with an impressive **95.7% of patients rating their experience as either “Very Good” or “Good.”** In particular, **80.7% rated their experience as “Very Good.”**

Patients told us that they greatly value the **kindness, compassion and professionalism of our doctors, nurses and wider practice team**. Many comments praised our staff for being friendly and reassuring, providing clear explanations, and making patients feel comfortable and well cared for.

We also received valuable feedback about areas where we can improve. Some patients highlighted **waiting times, appointment availability and communication**, including the need for clearer information about follow-up and ensuring patients feel fully listened to during consultations.

We take all feedback seriously and will continue to use your comments to improve the services we provide. Our priority is to maintain the high standards of care that patients value while working on the areas where your feedback tells us we can do better.

Thank you

A sincere **thank you to everyone who took the time to complete the survey and share their experience**. Your feedback helps us understand what we are doing well and where we can make positive changes.

We are particularly grateful for the many kind comments about our staff, which we will share with the practice team.

Your feedback really does make a difference.



Physical Activities

Physical activity for early years (birth - 5 years)

Active children are healthy, happy,
school ready and sleep better



Builds
Relationships
& social skills



Maintains
Health & weight



Contributes to
Brain development
& Learning



Improves
Sleep



Develops
Muscles & Bones



Encourages
Movement
& Co-ordination

Every movement counts



Tummy time



Object play



Play



Playground



Climb



Messy play



Walk



Dance



Skip



Jump



Throw/catch



Swim



Games



Scoot

Get Strong. Move More. Break up inactivity