

Churchmere Medical Group

Patient Newsletter

Edition 26 – September 2026

Welcome to the August edition of the patient newsletter.

As I write this newsletter, the team here led by Elaine are very busy preparing for our first flu vaccination clinic which takes place this weekend. We are preparing to vaccinate a large number of patients over the course of the next few weekends, but please do not worry, if you have not been able to secure your flu vaccination further invites will follow once the two Saturday clinics are completed.

This month we have been celebrating our colleagues for their long service with Churchmere Medical Group, and we have also started preparing for our November display – more details on the following pages.

Finally, just a reminder that if you are interested in attending a Smoking Cessation appointment, then we still have spaces available in our weekly clinics – please ask one of the team to book an appointment for you.



As ever I hope you enjoy this month's newsletter.

Olivia A Barker

Patient Services Manager



NHS App for Referrals

CHURCHMERE MEDICAL GROUP

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*





Pharmacy First

Community Pharmacists offer a wide range of services and often work in conjunction with our GP's.

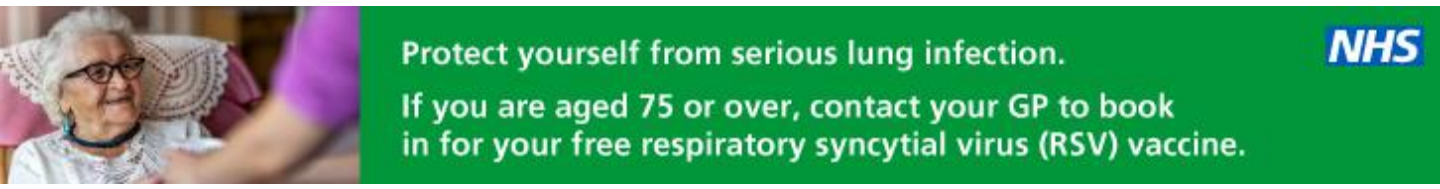
When you submit a triage request you may get a response advising you that you have been referred to your nominated Pharmacy. This will generally be for one of the following symptoms:

- Sinusitis (aged 12 years and over)
- Sore throat (aged 5 years and over)
- Earache (aged 1 to 17 years)
- Infected insect bites (aged 1 year and over)
- Impetigo (aged 1 year and over)
- Shingles (aged 18 years and over)
- Urinary tract infections (UTIs) (women aged 16 to 64 years)

Seeing your local pharmacist will often be quicker and more efficient as they can prescribe and dispense any medication you may need. If you have any of the above you don't need to be referred by the GP you can always visit your local pharmacy first.





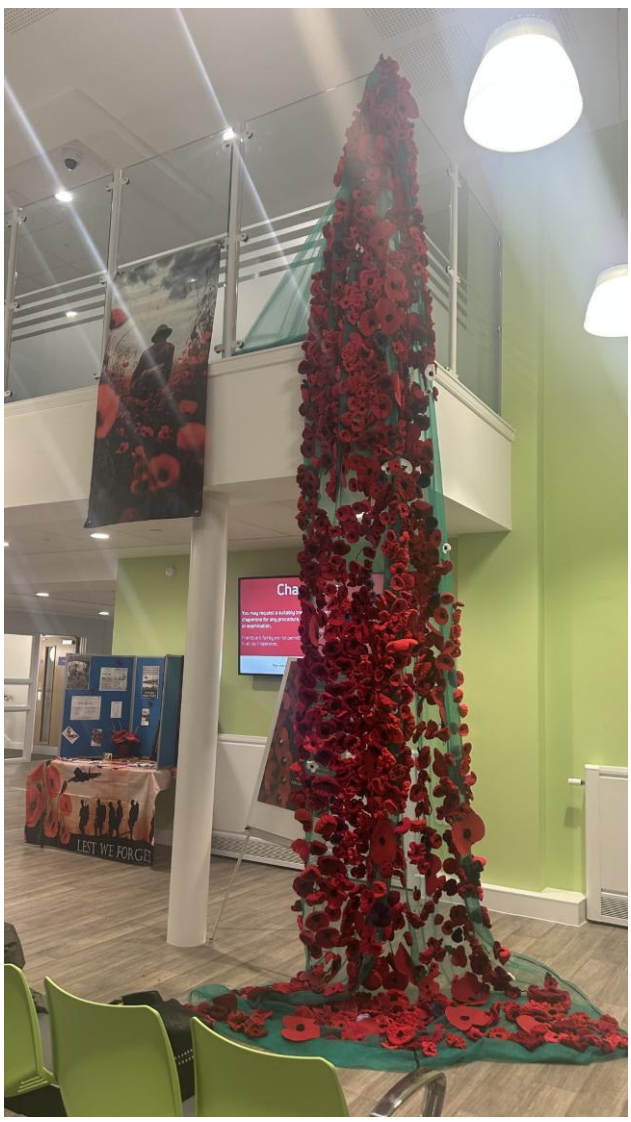




Churchmere Medical Group – Poppy Displays

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!



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



Celebrating our staff

We do enjoy a celebration at Churchmere and this month we have had the pleasure celebrating five members of staff for their length of Service.



Jess celebrated her 15yrs.





Kathryn celebrated her 5yrs with CMG

Dr Lucy Fletcher celebrated her 5yrs.





Sarah and Dr Horne celebrated their 1st year with CMG

Dr G.M. Willis · Dr N. von Hirschberg · Dr G. Branfield · Miss J. Davies · Dr S. Farr · Dr N. Tharib · Dr A. Pringle · Dr K. Vaughan



Physical Activity for early years

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

Aim for at least **30** minutes per day for children under 1 year

Aim for at least **180** minutes per day for children 1-5 years

- Tummy time
- Playground
- Dance
- Climb
- Skip
- Swim
- Object play
- Messy play
- Jump
- Games
- Play
- Walk
- Throw/catch
- Scoot

Get Strong. Move More. Break up inactivity

Dr G.M. Willis · Dr N. von Hirschberg · Dr G. Branfield · Miss J. Davies · Dr S. Farr · Dr N. Tharib · Dr A. Pringle · Dr K. Vaughan



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.





Friends and Family Test (FFT) – August Summary

We would like to thank everyone who took the time to complete our August Friends and Family Test. Your feedback is extremely valuable and helps us understand what we are doing well and where we can make improvements to our services. We received 1,069 responses during August, with 89.4% of patients rating their experience as either Good or Very Good. In particular, 78.5% of patients rated their experience Very Good.

What you told us

We were pleased to receive many positive comments about our staff. Patients frequently described our teams as friendly, helpful, caring and professional, and many patients told us they felt listened to, supported and well cared for.

We also received positive feedback about the care provided by our doctors, nurses and wider practice team, with patients highlighting good explanations, reassurance and efficient care.

What could we improve?

Your feedback also helps us identify where we need to do better. The main areas raised by patients were:

- Waiting times for appointments
- Delays when attending an appointment
- Keeping patients informed when clinics are running late
- Making it easier for patients to access the most appropriate clinician
- Improving communication and ensuring patients feel listened to
- Making our online and digital systems easier to use, while ensuring patients can still access help from a member of staff when needed
- We take these comments seriously and are continuing to review how we can improve the patient journey.

We will particularly focus on appointment access, waiting times and communication, while continuing to support and recognise the positive work of our staff.

Thank you again to everyone who shared their experience. Your feedback helps us to understand what matters to our patients and supports us in making positive changes to our services.



Physical activity for children and young people

Physical activity

for children and young people (5-18 Years)

- Builds **Confidence & Social Skills**
- Strengthens **Muscles & Bones**
- Maintains **Healthy Weight**
- Develops **Co-ordination**
- Improves **Health & Fitness**
- Improves **Sleep**
- Improves **Concentration & Learning**
- Makes **You Feel Good**

Be physically active

Aim for an average of at least **60 minutes** per day across the week

Spread activity throughout the day

- Play
- Walk / Run
- Swim
- Skate
- Skip
- Climb

Activities to develop movement skills, and muscle and bone strength **ACROSS WEEK**

All activities should make you breathe faster & feel warmer

- Bike
- Active Travel
- Sport
- PE
- Workout
- Dance

Reduce inactivity

Get strong
Move more

Increase activity

Find ways to help all children and young people accumulate an average of at least 60 minutes physical activity per day across the week

Dr G.M. Willis · Dr N. von Hirschberg · Dr G. Branfield · Miss J. Davies · Dr S. Farr · Dr N. Tharib · Dr A. Pringle · Dr K. Vaughan