



# Churchmere Medical Group

## Patient Newsletter Edition 1 - June 2024

### *Welcome to the new look patient newsletter.*

My name is Olivia and I joined Churchmere Medical Group in May as Patient Services Manager. The aim of this new look newsletter is not only to share news with you, our patients, but also to help you to get to know the personalities within our GP practice a little better. In this edition I will introduce you to one of the new Doctor's in our practice as well as sharing with you some of the insights from my introductory conversations with one of our GP Partners! For any keen photographers in our community, I am delighted to launch a patient photographic competition. I hope you find this newsletter to be informative and I would welcome your feedback as well as your views on any content you would like to see in future editions.

Olivia A Barker  
Patient Services Manager



### **Introducing Dr Hannah-May Elmasry (MBBS, BSc(Hons), MRCGP)**

***Dr Elmasry graduated from Kings College London in 2017, she works across our Ellesmere and Whitchurch sites and often takes on Duty Doctor responsibilities.***

Before starting General Practice training Dr Elmasry completed a year working in Australia in a busy A&E department.

Dr Hannah-May's medical interest revolve around Lifestyle Medicine. In her spare time Dr Elmasry enjoys music, reading and generally being outdoors.



## Have you ever questioned why we are referring you to the Pharmacy and how they can help you?

**Pharmacy First** for help with everyday health conditions

HSC Health and Social Care

SAVE TIME AND AVOID WAITING TO SEE A GP

For **FREE** confidential advice and treatment ask your pharmacist **FIRST**

- ✓ Acne
- ✓ Athlete's foot
- ✓ Diarrhoea
- ✓ Ear Wax
- ✓ Groin area infection
- ✓ Haemorrhoids
- ✓ Head lice
- ✓ Mouth Ulcers
- ✓ Oral Thrush
- ✓ Scabies
- ✓ Threadworms
- ✓ Vaginal Thrush
- ✓ Verrucae

The Pharmacy First service builds on the NHS Community Pharmacist Consultation Service which has run since October 2019. The consultation service enables patients to be referred into community pharmacy for a minor illness such as a UTI, hayfever and some skin conditions.

The new Pharmacy First service, launched 31 January 2024, adds to the existing consultation service and enables community pharmacies to complete episodes of care for 7 common conditions following defined clinical pathways.

### Advanced Notice of Practice Closure for Training

Please be advised that the practice will be closed on Wednesday 5<sup>th</sup> September 2024 for training. The practice will close at 1pm on Wednesday 5<sup>th</sup> September and re-open at 8.30am on Thursday 6<sup>th</sup> September.

If you have a clinical need during the closure, please call 111 or for a more routine matter as detailed above please visit your local pharmacy.



## Do you answer our satisfaction survey text message?

24hrs after attending a face-to-face appointment with one of our clinicians, all patients who have consented to receiving text messages will receive a text message asking them to provide feedback on their visit.

This satisfaction survey is known within the NHS as 'The Friends and Family Test (FFT)' and is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved on and how it can be improved.

Each month we analyse the data and review our response rates against the number of appointments we have delivered, and we also analyse the responses as the table below shows.

Statistics		Results				
Date	Response Rate	Very Good	Good	Neither	Poor	Very Poor
Jan-24	21%	79%	14%	3%	3%	2%
Feb-24	20%	81%	12%	5%	1%	1%
Mar-24	23%	79%	14%	5%	2%	1%
Apr-24	20%	79%	17%	3%	1%	1%
May-24	23%	78%	17%	3%	1%	1%

The analysis shows that we are performing really well as 79% of our respondents rated us as 'Very Good' however that doesn't mean we can rest easy – in fact quite the opposite we are really keen to hear from more of our patients.

As the results above show only 20 – 23% of our patients routinely respond to the survey text. We would like to increase this, so look out for more ways you can leave feedback in the practice on your next visit – we really would love to hear from you.

We will also be demonstrating how we use your feedback by giving examples of what processes we have changed in response to your feedback and again this will soon be visible in our Health Centres.



## A day in the life of a Pharmacy Technician...

My name is Natasha and I am the Lead Pharmacy Technician at Churchmere Medical Group. I have worked for the practice for nearly 9 years. I would love to share with you the role that a Pharmacy Technician is and what a normal day looks like for me, supporting our patients at the practice. A Pharmacy Technician is a qualified healthcare professional who is trained to assist patients in all things medicines related. Our aim is to improve patients' safety and outcomes with their medicines. I work within the Medicines Management Team which looks after all the medication and prescription queries covering our 22K patients.

### **My Daily routine looks like this:**

- ❖ First thing in the morning I log onto my computer and assess the work for the day on the medicines management appointments screen.
- ❖ I start with medication queries from patients replying via text or phone call with the information they need.
- ❖ Medicines being out of stock is a huge national problem, so I work through a list of stock issues and issue alternative prescriptions if required.
- ❖ Mid-morning I run face to face appointments to review patients' asthma treatment.
- ❖ After a morning full of appointments, I then move on to clinical letters. All discharge letters and clinic letters containing medicines are sent to the Pharmacy Technicians to assess. We start, stop and alter medicines from the letters and counsel patients on how to take safely.
- ❖ I run multiple safety searches regarding medicines to ensure our patients are taking their medicines safely.
- ❖ I check lists of patients to make sure they have had the appropriate monitoring to ensure their medicines are safe to take. I suggest alterations to medicines based of these results.
- ❖ Throughout the day, I also field calls from other healthcare professionals advising them on medicines. This includes my colleagues here at the practice but also outside agencies such as the hospital and community pharmacy.



## Clayton Health Centre – Opening Winter 2024

The management team were thrilled to be invited to view progress on our new Health Centre last month.



For some of those at the visit, it was the first visit to the site, and it was so exciting to see the building taking shape. With 21 consulting rooms over two floors Clayton Health Centre will be a purpose-built health centre for the patients of Whitchurch and Ellesmere.

After the visit, Jenny Davies, Churchmere Medical Group Practice Manager said ***'The new premises in Whitchurch provides our Partners, GPs, Nurses, clinical and administrative teams with a modern, accessible space with bespoke clinical rooms. These enhanced facilities will support our ongoing commitment to deliver high quality, sustainable care to our patients. We are excited to see many years of hard work to secure GP practice premises in Whitchurch finally coming to fruition. This will complement, and certainly not replace, our current service in Ellesmere with the aim to offer equitable care across north-east Shropshire.'***

### Launching Our Photographic Competition

Are you a keen photographic who is passionate about taking photos in and around Ellesmere and Whitchurch?

With the launch of the new health centre in mind we are looking to celebrate the photographic skills of our patients by printing your pictures and displaying them on the walls of both the Ellesmere and the Whitchurch Health Centres.

We would like you to send in your photos of the local area and a selection will be printed and displayed around the buildings.

Please send your entries to [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net) along with a title for the image and your full name as these will be displayed as well.



## Why is General Practice under such pressure?

We know that our patients only call us when they are poorly or feel that they need help from a medical professional. However, we also appreciate that our patients sometimes feel that they can't see the medical professional they feel they should see. Our Assistant Practice Manager has done a deep dive into our May Statistics and her findings are very interesting and offer an insight in our world.

- In May 2024 we completed 4140 face to face appointments.
- In the same month we also delivered 2542 telephone consultations.
- We received 968 eConsult forms.
- Performed 523 blood tests.
- Our clinicians completed 160 home visits.
- And finally, we processed 9,504 prescriptions which amounts to nearly 50,000 medications being issued.

As a Medical Group we have 20,773 patients on our books which means in one month we processed prescriptions for 46% of our patients and delivered a medical intervention to 36% which is just over 1 in 3 patients.

However, the most interesting statistic is the number of appointments that went wasted due to patients not attending or DNA's (did not attend) and for May this figure stood at 202 which is 4% of the total appointments we had available.

After reviewing the statistics Chloe Morgan, Assistant Practice Manager said, 'It is important that patients let us know if they are unable to attend for an appointment that has been booked for them as this can then be offered to other patients and not go unused.'





## Dr Gary Branfield (MB ChB)

*During my induction period I had the pleasure of posing some questions to one of our GP Partners Dr Gary Branfield and here is what I found out...*

### **When and where did you graduate from?**

I graduated in Cape Town in 1997

### **What are your medical interests Dr Branfield?**

I have a special interest in Musculoskeletal medicine as well as Woman's Health and HRT

### **What was the most dramatic moment in your life to date?**

Most definitely my first child's birth.

### **Do you prefer an adventure holiday or relaxing on a beach?**

Being from South Africa, that is an easy one – 'Adventure Holiday' all the way!

### **What would you say is your greatest achievement to date?**

That I am still a GP after 20 years!

### **And finally, what makes you laugh?**

Wildlife and sunshine!

## Churchmere Medical Group

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