

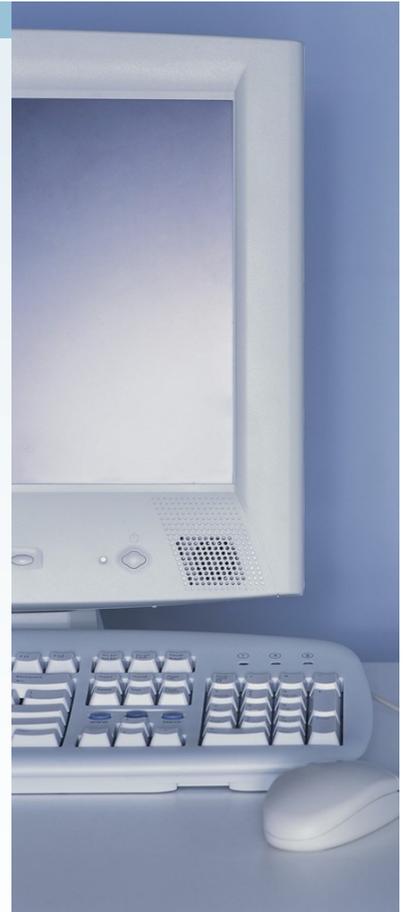
October 2023  
Volume 1, Issue 1

# Churchmere Medical Group Newsletter

## Understanding General Practice

Our newsletter is designed to help patients understand how a GP practice works and to ensure patients are aware of what services are available and how to access them.

In each newsletter you can learn about the different job roles and what our staff members do behind the scenes.



### Inside this issue

Behind the scenes .....	2
Did you know? .....	2
Day in the life of a PSA.	3
Ways to make an ap- pointment.....	4
New Health Centre .....	4
Registering Patients....	4
Friends & Family.....	5
Appointment Data.....	5

# GP practices have changed.

There are now more  
health experts  
available to help you.



*“Sometimes you don’t always need to see a GP.”*

## Flu vaccinations

Flu vaccinations are now available at the practice—please contact us to book your appointment.

During September, 2886 patients received their free flu vaccination

2800 were given at our weekend clinics where members of staff gave up their Saturdays to provide a clinic in Ellesmere and Whitchurch.

Please note, the Practice are not offering the Covid booster.

## Did you know?

Did you know we have a variety of trained clinicians with different skills and you don’t always need to see a doctor.

The Patient Service Advisors are trained to ask you specific questions to identify which clinician can deal with you best.

Who’s available to see / speak to?

- Nurse Practitioners / Practice Nurses
- Mental Health Practitioners
- Healthcare Assistants
- Pharmacists / Pharmacy Technicians
- First Contact Physiotherapists
- Social Prescribers
- Cancer Care Co-Ordinator's
- Dietician
- Paramedics



## Everything You Need To Know About A Medical Receptionist

### A day in the life of a Patient Service Advisor (PSA)

We have a team of 10 PSAs—some full time, some part time that cover both sites at Churchmere Medical group. A Patient Service Advisor role is a lot more complex than sitting on the front desk and answering the calls. We asked a member of our Patient Service Team to describe their role and an average day.

Here is what they said - From 8am—8.30am the PSAs are responsible for opening the surgery and getting it ready for the day, unlocking all of the rooms and ensuring clinical rooms are set up ready for when clinicians arrive. Recording of any checks that need to be done e.g. Fridge temperatures, emergency lights and fire extinguishers. Preparing any samples that will need to be collected and franking post. We are also responsible for answering the emergency bypass line. 8.30am—the phones are open to patients. We work on a rota basis to answer the phones, cover front desk or deal with the eConsultations. Each eConsult which is submitted by a patient is viewed by a PSA to decide on the most appropriate way for it to be dealt with. Some are dealt with by the PSA and some are placed on the most appropriate clinicians' list.

As well as booking appointments we help patients with various queries, including test results, medication queries, hospital reports/letters received and chasing documents. Whilst on the front desk we deal with any patient that comes into the surgery. We handle all samples and make sure they are labelled up correctly and put on the appropriate list for the clinicians to deal with. We receive the post and get it ready for admin and any documents the patients may bring in—e.g. change of contact detail forms, consent forms etc.

We also have two tasks lists which we work from where we are instructed to contact patients either by phone or letter to book appointments or pass messages on from clinicians (these are done in between answering calls from patients). At the end of the day (6pm) we print a back up copy of the appointment book (in case we can not access the system). We collect the unused prescriptions from the printers, ensure they have paper for the next day and lock the rooms. We prepare any documents that may need to be signed by duty doctor and ensure that any samples are stored correctly overnight.

We also cover the extended access clinics on the front desk which run until 8pm and also Saturday mornings.

## Ways to make an appointment

We understand patients frustrations when it comes to booking an appointment. Our phone lines are extremely busy between 8.30—10.00 & 14.00—15.00. If you are calling about a routine matter then try and avoid calling between those hours.

E-consult—if you have access to the internet you can submit a e-consultation via our website. You will be contacted by a member of staff by the end of the next working day. You

can also use this for administrative issues too.—sick notes can be requested via e-consult.

Did you know we have evening and weekend appointments available.



## New Health Centre

The work is under way for the build of our new Health centre in Whitchurch. This is due to be ready in 2024 and will replace the surgery premises at Bridgewater and Claypit Street. This will not cause any disruption for patients and will improve access and facilities.



## Registering new patients

You can now register at the practice online. Please go on our website and click 'New patients' and follow the instructions.

<https://gp-registration.nhs.uk/M82025/gpregistration/landing>

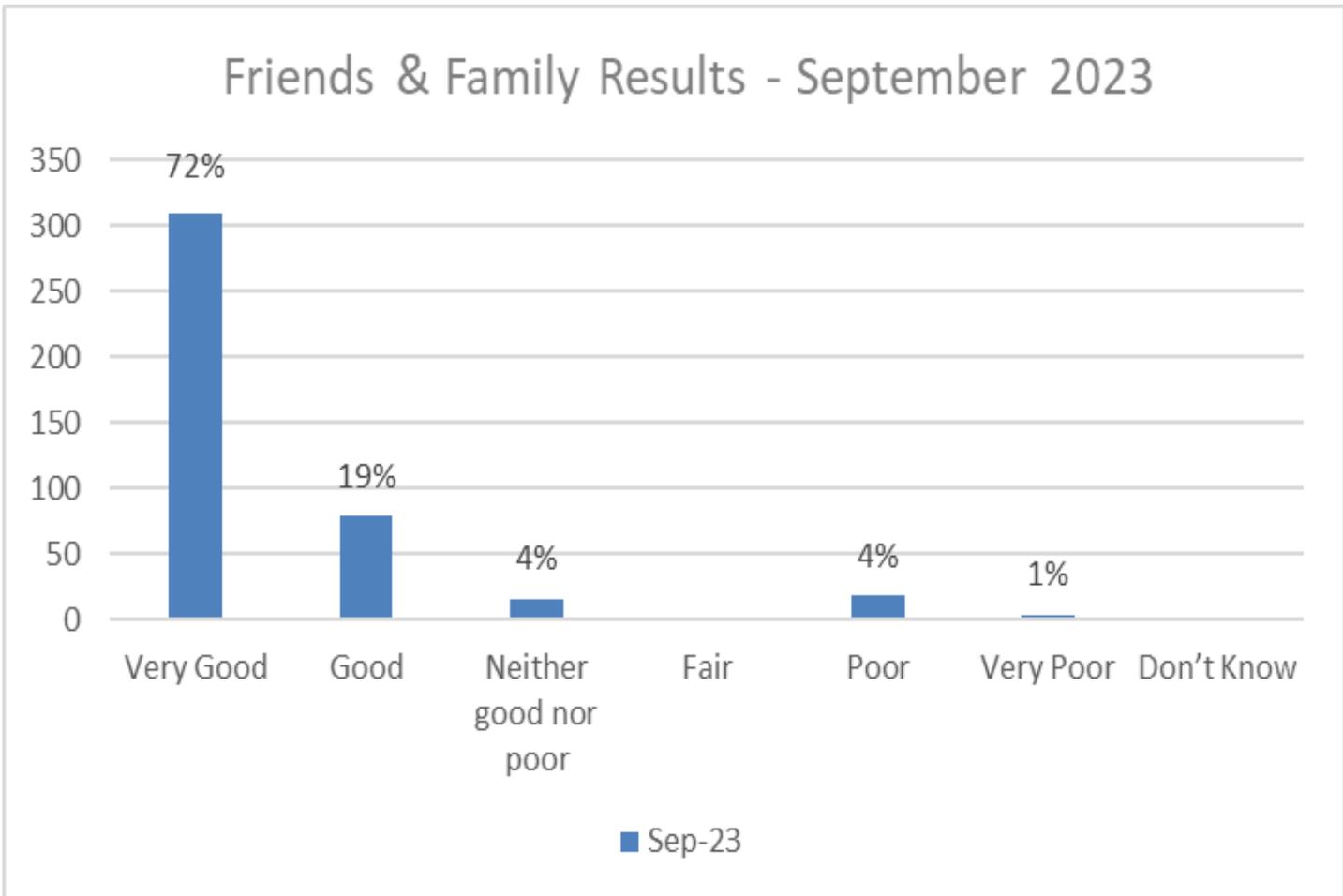
Alternatively you can complete a paper form which can be collected from the Practice.

# Friends & Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

In September, we received 427 responses.

## Our Results



## Patient Participation Group

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

If you are interested in joining the PPG please email [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net)

## Facebook Page



Please like our Facebook page 'Churchmere Medical Group' to keep up to date with the latest information and communications.

---

### Churchmere Medical Group

Trimpley Street  
Ellesmere  
Shropshire  
SY120DB

Bridgewater Street  
Whitchurch  
SY13 1QH

Phone: 01691 242222 / 01948 320044