



Churchmere Medical Group

Patient Newsletter

Edition 10 – March 2025

Welcome to the March edition of the patient newsletter.

We are delighted that the Clayton Health Centre will open its doors for the first set of clinics on Monday 14th April – we are also holding an open afternoon for all patients to see the new facilities ahead of attending for any future appointments.

Please see pages 2 & 4 of the newsletter for further details of the new facility and also information on our new telephony system.


For our Ellesmere patients, the Ellesmere Health Centre will remain fully operational and will soon be undergoing a face lift to ensure we offer equal facilities to all our patients across our sites.

You may remember that back in the Autumn of 2024 we asked for your pictures of Ellesmere and Whitchurch – we were overwhelmed with the entries we received, and these will soon be displayed on the walls of our health centres – for a sneaky peek of some of the selected images please see page 5. More will follow next month! I do hope you enjoy the newsletter.

Olivia A Barker

Patient Services Manager






Better Health Start for Life

LOAD THEM UP...

90% of brain growth happens by age five. What you do together can make a difference. Search Start for Life for tips and advice.





Clayton Health Centre Open Day



Clayton Health Centre

We would like to invite you to our

OPEN DAY

On

Saturday 12 April 2025

from 2pm -4.30 pm

**Please pop along for a look at our amazing new
premises and meet our team**

Clayton Health Centre, Pauls Moss, Whitchurch, SY13 1FQ



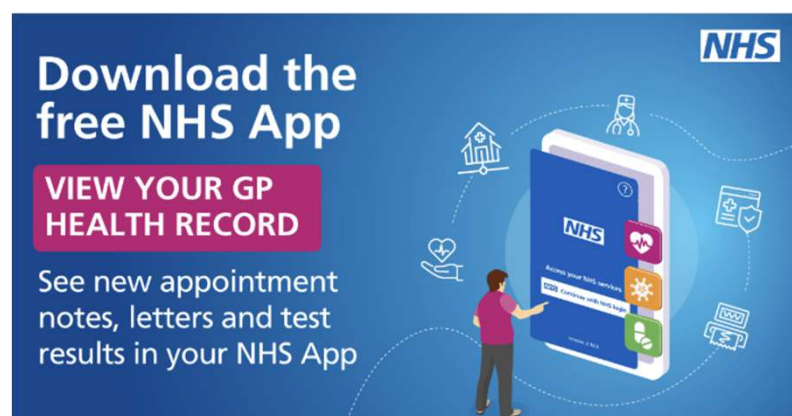
Information on the NHS App

The NHS App gives patients a simple and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website. You must be aged 13 or over to use the NHS App.

What you can do with the NHS App

- Order your repeat prescriptions
- Nominate a pharmacy to collect your prescriptions from
- Book and manage your appointments
- View your GP health record to see information like your allergies & medicine
- View detailed medical record, such as test results
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you.

To access the NHS App, you will need to set up an NHS login and prove who you are. Your NHS App then securely connects to information from your GP surgery. If your device supports fingerprint detection or facial recognition, you can use it to log in to your NHS App each time, instead of using a password and security code.





Clayton Health Centre



We are delighted that the Clayton Health Centre will open its doors to patients on Monday 14th April.

As you will have seen on Page 2 of the newsletter all our patients are invited to have a look round the new Health Centre on Saturday 12th April between 2pm and 4.30pm.

We respectfully ask that anyone wanting to view the new facility visits on Saturday 12th April only. As we are sure you can appreciate, the new facility will bring new ways of working to our staff as well as our patients and we want to ensure that all patients receive the correct level of care during their appointment visits without other interruptions.

In conjunction with the new facility, we will have a new phone system going live from Monday 14th April and whilst all staff have been fully trained on the new system we do ask for your patience if you notice any issues on Monday 14th April.

As ever the eConsult system will be open from 8am every working day and eConsults can be submitted via the NHS App, our website or by using the following link:

<https://www.churchmere.co.uk/econsult>



What should I submit an eConsult for?

At the recent Patient Participation Group, we had an interesting discussion around eConsult. Not only did the members of the Patient Participation Group give us some rich feedback but also it became apparent that our patients may need some further details on what to submit an eConsult for and what you should ring the practice for.... So hopefully the table below will provide some clarity.

When to complete an eConsult

- To discuss a new medical condition
- Arrange an appointment with a GP
- Arrange an appointment with our Mental Health Team
- To discuss changing medication or side effects from medication
- To arrange a sick note or sick note extension
- To arrange for any administrative forms to be completed

When to call the practice

- To discuss a health concern for a child under 6mths
- Simple prescription queries
- To book a blood test / immunisation / routine injection
- If you have been contacted by the practice to book your annual review
- If you have been left a message to call the practice
- To commence a travel vaccine programme





Photographic Competition – Some of The Selected Images



Adorable Locals by Ian Roberts

**Sunset over Colemere
by Chris Doyle**



**Brick Bridge 30 Whitchurch Canal
by Mark Banks**



Harvest Time in Burleydam by Tony Nakhimoff



Cunning Vixen by John Cooling.



Friends and Family Test February 2025 Results

Statistics			Overall, how was your experience of our service?					
Date	FFT Sent	% Response Rate	Very Good	Good	Neither	Poor	Very Poor	Don't Know
Jan-25	2624	27%	80%	14%	3%	2%	1%	0.43%
Feb-25	2357	27%	77%	17%	3%	1%	1%	1%

For the month of February, the response rate for our Friends and Family Test remained stable at 27% and again for the second month in a row the Very Good and Good responses equated to 84% of all responses.

As you can see from the word cloud below, the majority of our Very Good and Good responses centre around the appointment, the friendly and helpfulness of our teams.



It is also interesting to note the word cloud created from our poor responses also mentioned appointments and the trend we have seen here relates to the actual content of the appointment rather than the speed and efficiency of the appointment which was the case with the Very Good and Good responses.





Thinking ahead to Remembrance Sunday!

At the new Clayton Health Centre, we have a beautiful new entrance and waiting area, and we want to make the most of it all year round!

Therefore, for November, two wonderful members of our team (Elaine and Nicola) have a wonderful idea, to make a display for Remembrance Day – so we are calling all creative, knitters, sewers and those who do crochet to create as many poppies as possible that we can use to make the most amazing display in the atrium.

If you are interested, then please pass on your poppies to Nicola or any member of the reception team when you can, along with your name (for our display) and we will create a beautiful display to help our charity appeal. There are many examples of these cascades online but here are a couple which caught my eye:

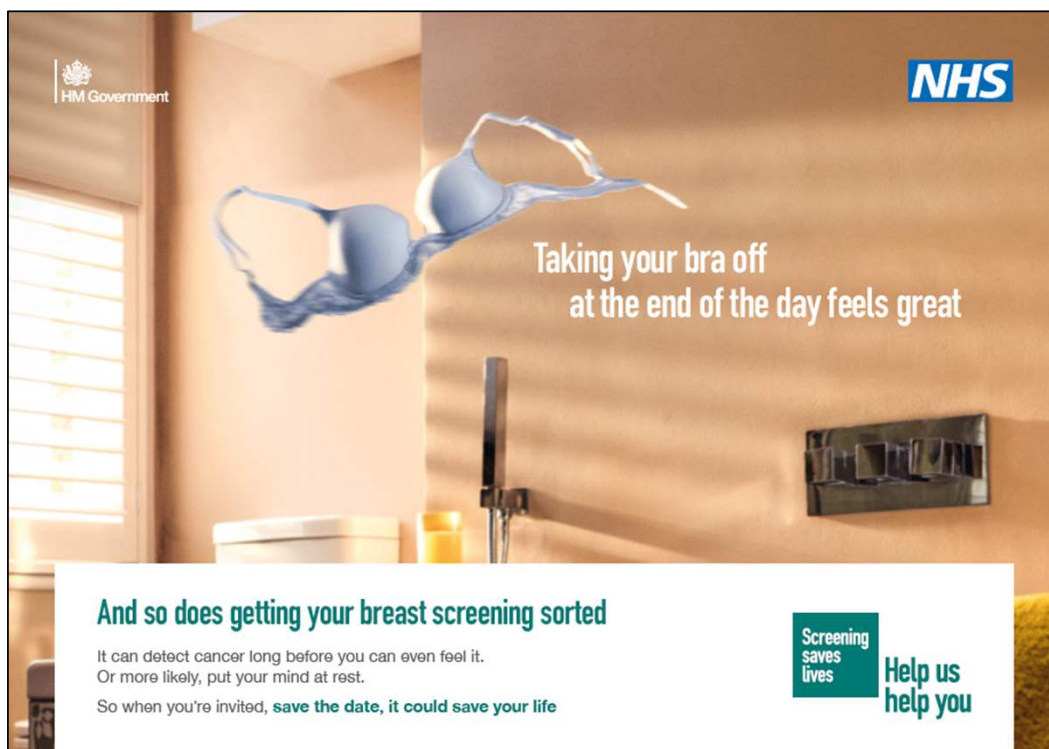




Armed Forces veteran friendly accredited GP practice

We are delighted to have recently been accredited as an Armed Forces Veteran Friendly Practice, if you are a Veteran and have not advised the practice of this then please do let us know the next time you are in the practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have more specialist knowledge of military related health conditions and veteran specific health services. This is important in helping individuals who have served in the Armed Forces get the care and treatment that is right for them.

An NHS advertisement for breast screening. It features a woman's blue bra floating in the air above a bathroom sink. The background is a warm, orange-toned bathroom interior. The NHS logo is in the top right corner. The text "Taking your bra off at the end of the day feels great" is written in a white, sans-serif font. At the bottom, a white box contains the text "And so does getting your breast screening sorted" in bold, followed by smaller text: "It can detect cancer long before you can even feel it. Or more likely, put your mind at rest. So when you're invited, save the date, it could save your life". The NHS slogan "Screening saves lives" and "Help us help you" are in the bottom right corner.

HM Government

NHS

Taking your bra off
at the end of the day feels great

And so does getting your breast screening sorted

It can detect cancer long before you can even feel it.
Or more likely, put your mind at rest.
So when you're invited, **save the date, it could save your life**

Screening
saves
lives

Help us
help you



PSA testing

There has been much publicity in the national press about prostate cancer. This has inevitably led to proactive men (or their wives!) contacting the practice to book a PSA test.

Whilst we are huge advocates for preventative medicine, we wanted to highlight the 'pros' and 'cons' of PSA testing.

At present there is no national screening programme for prostate cancer. This is because the tests available at present, the PSA (Prostate Specific Antigen), isn't very accurate.

A raised PSA test can mean you have prostate cancer, but it can also mean you have a condition which isn't cancer.

If you are considering a PSA test, please consider arming yourself with all the facts before making an informed decision.

<https://www.nhs.uk/conditions/prostate-cancer/should-i-have-psa-test/>

If you have any of the symptoms below, please arrange a GP appointment.

1. Visible blood in your urine AND/OR
2. A change to your normal pattern of passing water e.g. Hesitation, reduced flow, dribbling at the end, feeling that you have not emptied your bladder, getting up in the night more frequently.

When you are seen you may require a rectal examination to examine your prostate gland.

If you have no symptoms and you have read the leaflet and still want to have a PSA, you will need to be over the age of 50. If you are then you can book a routine blood test by submitting an eConsult. Should you wish, we also have paper copies of the PSA testing leaflet at reception.



My Recovery App

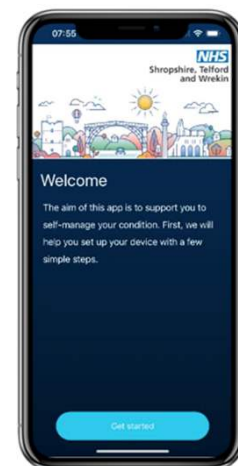
Need help with your joint or muscle pain? Download the free myrecovery app today! As a patient of Churchmere Medical Group you can access the free myrecovery app to help you manage your joint or muscle pain.

The myrecovery app has been created for you in partnership with healthcare professionals from across Shropshire, Telford & Wrekin, and provides information, support and encouragement to help you take control of your health.

The app aims to deliver the right information at the right time for patients who are suffering with joint and muscle pain. It also automatically updates as you progress through your treatment journey.

You can download the app on a smartphone or tablet to help you with new or recurrent musculoskeletal conditions including:

- Hip Pain
- Knee Pain
- Shoulder Pain
- Elbow Pain
- Foot & Ankle Pain
- Lower Back Pain
- Neck Pain



The app offers a range of key features including:

- Videos & articles to help you understand, manage & improve your condition
- Tailored exercise programmes
- Information about local services and how to access them
- Short surveys to track your progress
- Information and guidance to help improve your overall health and wellbeing

How to sign up

Scan the QR code opposite or download the free myrecovery app from your app store.

Enter your NHS number, Date of Birth and GP Practice name and you will be ready to get started.





Think Which Service.....



Shropshire, Telford
and Wrekin

Think which service?

Common ailments
and illnesses

Urgent medical help or advice
that isn't life threatening

Health advice and over
the counter medicines

Symptoms that
won't go away

Walk-in service
for urgent care

Life-threatening
emergencies



SELF-CARE

111.NHS.UK

PHARMACIST

GP

MINOR INJURY UNITS

999 ED



thinkwhichservice.co.uk