



# Churchmere Medical Group

## Patient Newsletter

Edition 11 – May 2025

### ***Welcome to the May edition of the patient newsletter.***

As well as seeing baby lambs grow in the fields around Ellesmere and Whitchurch, the month of May has many other highlights too. In my formative years you would have found me at the May Day Ball in Oxford welcoming in the May Morning but now I would much rather walk the dogs and enjoy the wonderful warm sun that we have been blessed with this month.

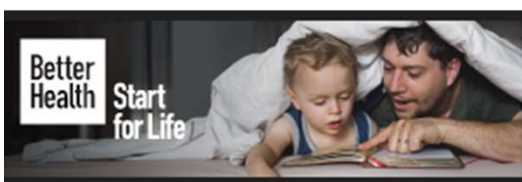
May is also Mental Health Awareness month and this month we have been supporting our Assistant Practice Manager Chloe, as she completes her 100km in May challenge, at the time of writing she is over three-quarters of the way there! On Friday 23<sup>rd</sup> May the whole practice will show our support for Chloe and the Mental Health Foundation by wearing something green! Look out for our round up of the day's events and our fundraising total in next months newsletter!

***I hope you enjoy reading it.***

**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.





## Prescription Ordering Direct Service

### ***Are you struggling to order your prescriptions?***

*The Prescription Ordering Direct Service or POD is an online prescription ordering service available to all patient across Shropshire, Telford and Wrekin.*

*There are several ways to use this service and these are as follows:*

### **Online**

Simply use this link : <https://www.shroptelpod.nhs.uk/>

Click on the link above (or search for 'Prescription Ordering Direct Service' in your preferred browser and this will open a simple form to allow you to order your repeat prescriptions. The new online form is a quick and easy way for patients to order online with just the click of a button. The site can be accessed with a smart phone, tablet or personal computer.

### **Email**

The quickest way to order your medication is through the email service. POD aim to process all requests within 24 hours. Email the POD team at

[shropshire.pod@nhs.net](mailto:shropshire.pod@nhs.net) with the following details:

- ❖ Registered GP practice
- ❖ Full name
- ❖ Date of birth
- ❖ First line of address
- ❖ Name of drug, strength, dose and formulation (tablet, cream, inhaler etc):
- ❖ How many days of each medication you have left
- ❖ Nominated pharmacy
- ❖ Your contact number



## Prescription Ordering Direct Service Continued...

If you are ordering on behalf of someone else, you also need to provide the following information:

- ❖ Your name
- ❖ Your relationship to the patient

Once processed, you will receive a confirmation, and your prescription should be available to collect at your nominated pharmacy within four working days.

If the team need to contact you with any questions about your request, they will use the contact number you have provided. If they are unable to contact you, a reply email will be sent.

The email inbox is monitored Monday to Friday (exc. bank holidays) between 8am and 5pm.

### **Urgent requests**

If your request is urgent (required within 24 hours), then please call POD directly on the following number: 03333 583 509





## Information on Hay fever

**Shropshire, Telford & Wrekin medical practices will no longer provide prescriptions for over-the-counter medicines for a range of minor health conditions.** This includes medicines for seasonal hay fever for both adults and children. These medicines are available to buy in a pharmacy or supermarket including hay fever tablets, nasal sprays and eye drops.

Hay fever is a common allergic condition that affects up to one in five people. Hay fever is caused by the body reacting to pollen from grasses, flowers, trees and/or weeds as if it is 'harmful' to the body. The body reacts by producing histamine. This causes the unpleasant symptoms we know as hay fever.

Symptoms can include some or all the following:

- Itchy eyes/throat
- Sneezing, blocked/runny nose
- Watering, red eyes
- Shortness of breath
- Tiredness
- The sensation of mucus running down the back of the throat, called post-nasal drip

The severity of symptoms can vary, some people need medication to manage their symptoms and others can manage their condition by avoiding triggers. If treatment is needed, a wide range of medications can be purchased from community pharmacies and supermarkets.

- Antihistamine tablets and liquids (including cetirizine, loratadine, acrivastine, chlorphenamine, fexofenadine 120mg).
- Steroid nasal sprays (including beclometasone, budesonide and fluticasone).
- Sodium cromoglicate eye drops and Otrivine Antistin eye drops.

If your hay fever symptoms are not controlled after 2-4 weeks, you may need to try a different treatment or need to add in another treatment. Some trial and error may be required to find the best combination of tablet/nasal spray and eye drop for you.






## Location of Clayton Health Centre

Back in April, we opened the new Health Centre in Whitchurch which is called 'Clayton Health Centre'. If you have not had cause to visit this lovely new health centre yet, then please see below for directions.

Please note if you use a search engine to find the location of Clayton Health Centre you may come across a facility based in Manchester – this is not the location of our Health Centre.

As the directions below show the health centre is based on Pauls Moss in Whitchurch.

Clayton Health Centre  
Pauls Moss  
Whitchurch  
Shropshire  
SY13 1FQ  
Telephone: 01948 320044  
Website: [www.churchmere.co.uk](http://www.churchmere.co.uk)



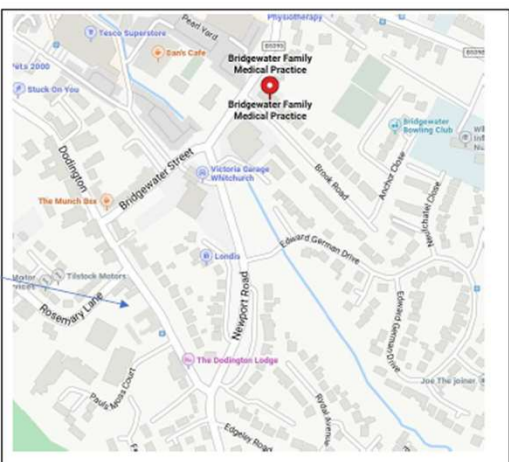
**CHURCHMERE**  
MEDICAL GROUP

Ellesmere Health Centre  
Trimpley Street  
Ellesmere  
Shropshire  
SY12 0DB  
Telephone: 01691 242222  
Email: [churchmere.admin@nhs.net](mailto:churchmere.admin@nhs.net)

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



### Directions to Clayton Health Centre

Clayton Health Centre



Our new centre can be found a few minutes' walk from Bridgewater Health Centre.

- From Bridgewater Health Centre continue up Bridgewater Street past the petrol station on your left.
- At the T junction turn left onto 'Dodington'.
- At the pedestrian crossing you will see the entrance to Clayton Health Centre Patient Car Park on the right.



### What you can do with the NHS App....

You need to prove who you are to get full access to the NHS App. With full access you can:

- ♥ Order repeat prescriptions and nominate a pharmacy where you would like to collect your medicines from.
- ♥ You can view your GP health record to see information such as your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information such as test results).
- ♥ You can also book and manage your own COVID-19 vaccinations
- ♥ You will have the ability to 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 sign up to the NHS App you will need to download the App from your App store.

The majority of the time you can sign up without contacting the GP surgery by submitting your own ID within the app but if you need help you can find it here:

<https://help.login.nhs.uk/provewhoyouare/withid/>



## 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







## Blood Bike Collection

Just before Easter, Elaine Ashley held an Easter Raffle, at her 'Friends for life' group to raise money for the local Blood Bikes.

Elaine was thrilled to be able to hand over a cheque for £160 to a local representative of the Blood Bikes.



## Have you been to Clayton Health Centre?

Clayton Health Centre opened its doors to our first set of patients on Monday 14<sup>th</sup> April. Between then and Friday 16<sup>th</sup> May we had seen 2,684 patients have face to face appointments.

We hope you are enjoying our new health centre as much as the staff are and if you have any feedback we would be delighted to receive it.







## Friends and Family Test April 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%
Mar-25	2582	28%	80%	16%	3%	2%	0.4%	0%
Apr-25	790	31%	85%	11%	1%	1%	1%	0.4%

In the month of April, the response rate to our Friends and Family Test rose to 31% which is the highest month so far for 2025.

Our Very Good response rate also rose to 85% and our Good response rate was 11% meaning that 96% of patients who responded rate Churchmere Medical Group as either Very Good or Good which is really rather positive!

The word cloud below shows the comments made for the Very Good Comments:



As can be seen from the chart above the there where very few Poor and Very Poor responses and no trends where identified.

As a practice we pride ourselves on the ability to continuously improve, therefore we take your feedback very seriously and take the time to review each response once a month. We also discuss a summary of the feedback at our Monthly whole practice meeting.



## 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:







## Spring 2025 Covid 19 Vaccinations



**Bookings are open for COVID-19 vaccinations this spring**

**If you're 75 or over, or you have a weakened immune system, you can book your free COVID-19 vaccination.**

**Make sure you're protected this spring. Book your vaccination appointment by 17 June at [nhs.uk/get-vaccination](https://nhs.uk/get-vaccination) or by calling 119.**

