



Churchmere Medical Group

Patient Newsletter

Edition 12 – June 2025

Welcome to the June edition of the patient newsletter.

May and June have been very busy months for the practice staff both inside and outside of the practice. We have supported our Assistant Practice Manager in her May challenge and several members of the team also took part in Race for Life!



This newsletter contains some very important information on 'Medlink' which is the new way we will be managing our 'Chronic Disease Reviews' going forward – as part of your annual review in your birth month, you will receive a unique health questionnaire which will improve the service that is offered. See page 3 for more information on this new system and how it will affect you.

Finally, a small plea, we are really keen to hear from you, our patients, as we want our patients to be at the heart of everything we do. So – if you receive a feedback text after your next appointment, please can I kindly request that you complete the short survey – it will literally take 2 mins and we value all your comments.

Many thanks


Olivia A Barker





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.





Chloe's May Challenge

During the month of May, Chloe Morgan-Jones our Assistant Practice Manager pledge to raise money for Mental Health UK by walking 100km in the month.

During the month Churchmere Medical Group partners and staff supported Chloe via a Social Media campaign to raise awareness on this fantastic charity. At the end of the month, we held a 'Wear it Green Day' to raise further funds and to show our support to this great charity.



In total Chloe managed to walk 125km and raised a total of £1,400 for this charity.

We are all really proud of Chloe's efforts and enjoyed supporting her throughout the month.



Medlink – An Introduction...

From July 2025, we will be using a new system for chronic disease reviews called 'Medlink'. This system is being used in many GP practices across the country and allows patients to fill out online reviews for their chronic health conditions. It also provides patients with links to useful resources to support your health which you should find very helpful.

As part of your annual birth month review you will be sent an invitation with a link to a personalised health questionnaire. We hope that you find the new system a comprehensive and focused approach to your health. The questions are easy to follow and can be filled out in your own time. We do ask that you complete and return your online questionnaire as promptly as possible.

How does it work?

You will be sent an invitation primarily by email or text message, with a link to complete your personalised health questionnaire. Depending on the condition/s you have, you may then be asked to book an appointment for e.g. blood test, foot check in the surgery to complete the data collection part of your review.

Once all of your results are back, these are automatically sent to an appropriate clinician to review. At this stage they will decide whether they are satisfied with the results and let you know if your review is complete, or if a follow up is required. In some cases, you will not need to attend for a face-to-face review. You will be informed of this by a member of the team and instructions of what to do next.

I can't use the internet, what do I do?

If you aren't able to complete the health questionnaire online, we can offer a more traditional route of booking in your review appointments as previously



Medlink – continued...

Patient Feedback from Other Practices

“The app was really helpful, and I found it very informative and a useful thing to do. It was the right balance of questions and information and not too long. Thank you..”

“This is a brilliant system. While I understand the need for regular check ups this takes away pressure of appointments for both surgery and patient.”

“Unlike some e-consultation systems this was clear and easy to use, and I actually preferred it to the annual reviews I have had in the past”

“I think it’s great. It only took a few minutes to complete. Felt happy I could still request a face-to-face review if I felt I needed it. Saves me and you time”

“Fabulous idea. Easy to follow questions, cover all bases. Highly recommended”

“Saves so much time, rather than having to make an appointment at the doctors for a review, love this”

Privacy Policy

Please see the Medlink privacy policy on their website:-

<https://medlinksolutions.co.uk/privacy/>

Weight Loss Injections

General Practices in Shropshire, Telford and Wrekin are not yet prescribing Tirzepatide (Mounjaro) or any other injections for weight loss. This service is currently in development and once available those patients eligible will be contacted directly. A link to some more information is below:

<https://www.nhs.uk/conditions/obesity/treatment/>



Race for Life 2025



On Sunday 1st June, 25 of our amazing team members laced up their trainers and took part in Race for Life.

Together, they raised a truly incredible £2,372.12 for Cancer Research UK. Dressed head to toe in pink, with tutus, glitter, and huge smiles, they crossed the finish line with pride, love, and a whole lot of team spirit.

We were thinking of everyone affected by cancer, but especially two of our own colleagues who have recently been through it. You were in our hearts every step of the way. A huge thank you to everyone who ran, supported, or donated — we're so proud, and so grateful. Your support makes a difference.





Healthy Lives Stop Smoking Service

Shropshire Healthy Lives Stop Smoking Service can help whether you've tried to quit before, you've been thinking about quitting for a while or you're only just considering stopping smoking.

The service offers free, confidential support from a specialist stop smoking advisor to help you stop smoking. It supports tobacco smokers aged 12 years+ living or working in the Shropshire Council area or registered with a Shropshire GP, who would like to help to quit smoking.

The current arrangements enable the advisors to offer four-weeks' funded supply of licensed Nicotine Replacement Therapy (NRT) following an assessment. Nicotine Replacement Therapy (NRT) can include nicotine patches and oral products.

To book online or over the phone please visit:

[Support to stop smoking | Shropshire Council](https://www.shropshire.gov.uk/stopsmoking)

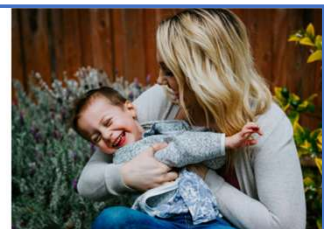
How can I access support?

To book an appointment and take your first step to enjoying the benefits of being a non-smoker scan the QR code or visit www.shropshire.gov.uk/stopsmoking

If you're unable to book online or need some support with this, please call **0345 6789 028** (Mon-Fri, 9am-3pm).



The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.



After 20 minutes
Check your pulse rate, it will already be starting to return to normal.



After 2 to 12 weeks Blood will be pumping through to your heart and muscles much better because your circulation will have improved.



After 8 hours Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.



After 3 to 9 months Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.



After 48 hours All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.



After 1 year Great news! Your risk of heart attack will have halved compared with a smoker's.



After 72 hours If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.



After 10 years More great news! Your risk of death from lung cancer will have halved compared with a smoker's.

Quit smoking: Better Health: NHS (www.nhs.uk)

Do you want to stop smoking? We can help

Smokefree Shropshire Healthy Lives Stop Smoking Service

Quitting smoking is one of the best things you can do for your health. It's never too late to quit. Our Healthy Lives Stop Smoking Service is free and confidential. We can help you to quit.

Benefits

- One-to-one appointments with a friendly advisor for 3 months
- Help with changing your smoking habits and managing cravings
- Guidance and support to quit successfully
- Regular carbon monoxide readings to track your progress

How to start?

Scan the QR code or visit
www.shropshire.gov.uk/stopsmoking
to book an appointment.



Call 0345 6789 028 (Mon-Fri, 9am-3pm) if you need help with booking.



Shropshire
Council



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





Donation Request

As per the recent articles in the newsletter we are really hoping to create a wonderful remembrance display this year in the Atrium of Clayton Health Centre.

The team have been busy in their spare time knitting and croqueting poppies for the display and we would love to receive your poppies as well to add to the display! If you are able to create some for the practice, then please bring them to Clayton Health Centre and do leave your name as well as we will have a roll of honour of all those who helped!

If you don't knit or crochet but would like to help, the girls would be delighted to receive donations of 'Pillar Box Red and Black Double-Knit chunky wool' – any donations would be gratefully received.



Our vision is to have a waterfall display like this in the atrium of Clayton Health Centre.



Friends and Family Test May 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%
May-25	582	25%	80%	13%	3%	1%	1%	1%

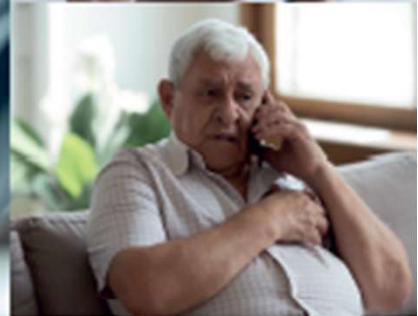
In the month of May, the response rate to our Friends and Family Test was 25% which was a dip of 6% points from the month of April.

In the month, the Very Good and Good response rate totalled 93% which is 3% points lower than the month before. The word cloud below shows the comments made for the Very Good Comments:



Trends in the month of May showed how helpful, understanding and professional our nursing team are, how the eConsult system is efficient in getting patients appointments quickly and how lovely our new Health Centre is.

Do you receive the friends and family test SMS message? If not, and you would like to have your say on how you found your journey with us then please speak to a member of the reception team and they can either ensure you receive the SMS after your appointment for provide you with a paper copy.



Our team answers hundreds of calls everyday,
some are very distressing or challenging, and
some can leave them feeling upset.

Please be patient when you call our practice.

You don't know what happened on the call they
just took.