



Dawley Medical Matters Newsletter – Summer 2024

Practice News

With the return of Dr Bufton to her normal duties, the practice is back up to full strength as far as GPs are concerned. This means the practice has five regular GPs with Dr Davies and Dr Oluchi continuing to work as locums as and when required. Sadly, the practice has said 'goodbye' to Nikola, the social prescriber. This position is shared with other practices via the Primary Care Network and work is now underway to find a replacement. A new locum healthcare assistant, Jane, has been appointed and will join Carol and Di as part of the nursing team.

Bank Holiday Closures

A reminder the practice will be shut for the summer Bank Holiday on Monday 26th August 2024. Phone lines re-open at 8.00am on Tuesday 27th. The doors will open at 8.30am.

For medical care when the practice is closed, please contact NHS 111. 111 is free to call, 24 hours a day, 365 days a year.

111 can also be reached online by typing 111.nhs.uk into the search engine.

Don't forget your local pharmacy may be able to help if you have a minor ailment. This includes things like ear infections, infected insect bites, sinusitis, sore throat or uncomplicated water infection.

Don't forget 999 is always available in a life-threatening emergency (this is problems like chest pain or shortness of breath).

Are you still waiting?

Have you been referred to the hospital for further care but are not sure how long it will take until you are seen? A new online service can help.

Log on to

<https://myplannedcare.nhs.uk/mids/shrewsbury-telford>

Choose the speciality you have been referred to and you will be able to get information on expected wait times.

Watch this space



The practice is getting a new website! It will be going live in July and promises to be more user-friendly and will include all sorts of new features. Information will be more easily accessible and various forms which patients may need will be included on the site.

Super Sunday!



Preparations are already underway for this year's flu programme. The vaccinations are due to arrive in September and a clinic has been set up for Sunday 6th October 2024. Please don't contact the surgery to book an appointment until you are asked to do so.

As usual, clinicians from the practice will be going out to give the jab to patients who are medically housebound or living in care homes.

Eligible for the COVID booster? This year it is not being offered at the practice. Eligible patients will have to use the national booking system to book their vaccination.

Listening Table



A big 'thank you' to the Patient Forum for their work in holding listening table sessions at the practice.

There has been a lot of interest from patients and some very positive feedback about the practice which is a great boost to staff morale. The new phone system has been particularly well received with comments about shorter wait times, much easier to get through and praise for the call back option. Several patients said how helpful they have found the reception staff. The introduction of the Urgent Care Hub, providing more on the day appointments has gone down well, and patients are especially happy that they don't have to be on the phone at 8.00am to be offered a same-day appointment.

More sessions are planned with the next one scheduled just before the new practice website goes live. Members of the Patient Forum will be on hand to help navigate round the site and help with any queries.

Would you like to help improve services for patients? If the answer is 'yes', why not join the Patient Forum as a critical friend. Members of all ages (18+) and ethnicities are welcome. For more information, please ask at reception or e-mail the PF chair on dmppatientforum@gmail.com

Holiday Medication
Going away this summer? A reminder to make sure repeat medication is ordered in good time, so you don't run out while you are away. If you order early, please add a note why, otherwise the request might be refused. Medication is ordered through the Prescription Ordering Direct Service (POD)

Online requests can be made either by emailing shropshire.pod@nhs.net or completing an online form at www.shropshiretelpod.nhs.uk

You can phone POD on 01952 580350 between 8am and 5pm, Monday to Friday (excluding Bank Holidays).

Unfortunately, repeat medication cannot be ordered via the practice.

Please allow 48 hours (two working days) for the script to be signed and sent to your nominated pharmacy.

Please note any request received after 3pm won't be processed until the next working day.

Struggling with long Covid?
Symptoms can include fatigue, shortness of breath, muscle aches, difficulty in concentrating and joint pains but help is available. The first step is to contact the practice (either by online consultation, telephone or calling in to the practice). Patients are then referred to a course run by Shropshire Community Health Trust. On completion of the course, patients have open access to the service for six months in case more support is needed.

Mental health
There's more help for youngsters struggling with their mental health, thanks to a new workforce based in schools and colleges.

Educational Mental Health Practitioners (EMHP) work alongside senior clinicians, therapists and other professionals.

They are trained to assess and support children with common mental health problems (especially mild to moderate symptoms of anxiety, depression and behavioural difficulties).

Interventions mainly take place in school or college and are based on cognitive behaviour therapy and guided self-help. An important part of the job is making sure patients are referred on if they need more specialist treatment.

More information can be found on the NHS website. Or by going on to https://www.telford.gov.uk/info/21901/young_persons_year_of_wellbeing