



Dawley Medical Matters Newsletter – Spring 2025

Practice News



Staff at Dawley Medical Practice raising money for Comic Relief by dressing up in 80's clothes!

Bank Holiday Closures

A reminder the practice will be closed for the following Bank Holidays: -

Easter break

The surgery will close at 6pm on Thursday 17th April 2025 and reopen on Tuesday 22nd April 2025 at 8.00am.

May Day Holiday

The surgery will close at 6pm on Friday 2nd May 2025 and reopen at 8am on Tuesday 6th May 2025 at 8.00am.

Spring Bank Holiday

The surgery will close at 6pm on Friday 23rd May 2025 and reopen at 8am on Tuesday 27th May 2025.

Please make sure you have enough medication to cover the days the practice is closed.

Suffer from hay fever?



Make sure you set up your treatment programme early!

The first port of call should always be the local pharmacy where you can get advice on the best things to use.

GPs can no longer prescribe antihistamines routinely. However, tablets can be bought for a few pence in most supermarkets or bargain stores.

Experts say people with allergies to tree pollen need to start using antihistamines and nasal sprays in March!

This is because treatment works better if it is begun before the symptoms kick in.

Need a meds review?



New plans are underway at the practice to streamline how patients are called for their annual review.

From now on, patients will be contacted in the month of their birth. The review will be carried out by a member of the in-house pharmacy team.

The only exceptions are diabetic and learning disability reviews which will remain under the care of specialist nurses and the clinical pharmacist.

A big 'thank you'.....

to everyone who took part in the recent patient questionnaire organised by the Patient Forum.

A variety of questions were asked to find out how patients were their making appointments. The figures show 84% of those who replied, contacted the practice by telephone, with 21% turning up in person to book. Just 5% of patients filled in the online form.

Overall, 93% of patients rated the care or advice they received between good and very good.

Most patients knew that the NHS App could be used to order repeat medication.

However, there was less awareness of other services the app could be used for.

This includes things like ordering a sicknote, checking a referral, looking at test results and completing an online consultation form.

Generally, most respondents were very complimentary about the practice staff, although there were some concerns about continuity of care and the likelihood of seeing the same clinician.

There were several requests for more GP appointments.

The new phone system was particularly well received with patients rating the queue call back system highly.

One particularly nice comment...'improvements have been made, and you can see the hard work being undertaken'.

The Practice will be looking at all the comments to see how services and communication with patients can be improved.

'Men like us'



There's a new Cancer Support group for men in Telford & Wrekin.

It was started last year to try and reach out to men living with cancer. Statistics show that men are often reluctant to access support following a diagnosis.

The group meets at Telford Fire Station on Stafford Park 1, TF3 2BW and the next meeting is on Thursday 10th April 2025 between 10am and 12pm.

Going forward the group will meet routinely on the second Wednesday of the month.

Friends & Family Test

Have you got something to say about the service at Dawley Medical Practice?

Would you recommend us to your friends and family?

If you have time when visiting the practice, please take the opportunity to complete a Friends & Family card. They are available in reception. Or you can complete the survey by logging onto

www.dawleymedicalpractice.co.uk

We really do appreciate your feedback!

Here comes summer!

A reminder, if you are planning a trip abroad this year, don't forget to leave plenty of time for any travel vaccinations you might need. The recommendation is at least six weeks.

Travellers are advised to log onto www.masta.org to check out what is required.

This information should be brought along to a double appointment with one of our practice nurses.

NHS vaccinations are available from the practice, others can only be given at a local travel hub.

Finally



Ever wondered how many bacteria you have in your body?

The answer is a staggering 39 TRILLION!! Most of those are in the gut, closely followed by the skin.

Apparently 99% of the genes in our body are bacterial!