



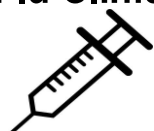
## **Dawley Medical Matters Newsletter – Autumn 2025**

### **Practice News**

A big thank you from the team at Dawley Medical Practice for the generous donation from a patient of a bench and garden table. The plaque that came with the gift reads 'for all the wonderful help, care and kindness'. The furniture has been set up in the car park and provides a welcome break in the fresh air for staff.



### **Flu Clinic**



Arrangements are well underway for this year's flu clinic which is being held on Sunday 12<sup>th</sup> October 2025 between 8.00 – 1.00pm. Invitations to make an appointment have already gone out by text message to the over 65s and other patients in the 'at risk' groups. If you cannot receive a text message and want to book in, please contact reception to make an appointment.

Members of the Patient Forum will be running the usual cake stall in reception, with all proceeds going to enhance the patient experience.

Please note - the practice will not be offering the COVID vaccination this year. Eligible patients will need to use the national booking system to make an appointment.

### **You said, we listened!**

Patients who find it difficult to access services are being urged to tell us so we can add a note to the record and find ways to make things easier. It follows an anonymous feedback comment on the Friends & Family Test where a patient described difficulties using the phone. The practice has a 'reasonable adjustment' policy and has pledged to make any changes needed so patients are not disadvantaged.

For example, if the telephone is a problem, an online e-consult form can be used to get in touch. Mobility problems? We can make sure any appointments are on the ground floor.

Learning difficulties? We can arrange for someone to be seen at particular times of the day.

Information can also be provided in other formats such as large print or easy read.

### **A big thank you!**

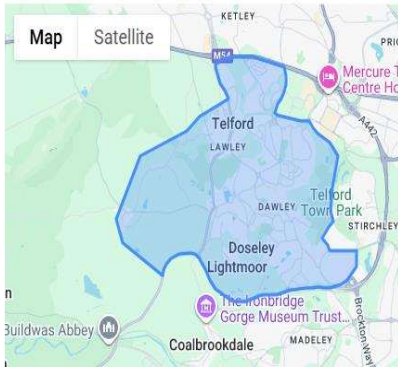
To everyone who turned out for the Women's Health Awareness Day in July.

Members of the practice nursing team were on hand to help as well as a Healthy Lifestyle Advisor and members of the Patient Forum.

There was a good attendance for the presentations covering issues like menopause, incontinence and HRT. 15 walk-in patients had their cholesterol bloods taken and another 12 had cervical smears taken. Two of these ladies needed urgent referral to the hospital for further care.

Following the success of the day, two more sessions are planned – Diabetes in November and Respiratory problems in December.

## Living out of area?



**Letters are going out to patients living outside the practice catchment area.**

**In the past, surgeries have been able to keep patients who do not live within the boundary.**

**However, over the last few years there have been major alterations to the way general practice is run. If your address is not within the catchment area, a referral may be delayed or rejected as staff, for example district nurses and health**

**visitors cannot cross boundaries. At Dawley Medical, we have patients who do not even live in Telford!**

**The GP partners understand it may be a difficult step for patients who have been with the practice a long time. However, they do advise that long term it will be better for continuity of care.**

**Anyone asked to change GP will be given 30 days to find another practice and Dawley Medical will do everything possible to ensure a smooth transition.**

**You can check if you are in the practice area by going on to the practice website**

**[www.dawleymedicalpractice.co.uk](http://www.dawleymedicalpractice.co.uk)**

**Click on the section 'Join the Practice', then type your postcode into the section headed 'Practice Boundary'.**

## 24,930

**That's how many calls came into Dawley Medical Practice over the last quarter. The average wait time in June was 4 minutes, 3 minutes 22 secs in July and 2 minutes 52 seconds in August.**

**More patients than ever are choosing to use the callback facility – 990 over the last three months.**

**Meanwhile the practice list continues to grow week on week. We now have 11,248 patients compared to September 2021 when the numbers were just over 10,000. Thankfully, the practice offers above the average number of appointments and more than most practices in Telford & Wrekin.**

## Diabetic Pilot Scheme

**More help for Dawley Medical's diabetic patients. The practice has signed up to a new pilot scheme.**

**Working in collaboration with Diabetes UK, a Diabetic Community Liaison Volunteer will be coming into the practice to support newly diagnosed patients as well as existing diabetics.**

**Watch this space for updates!**

## Rest in Peace

**It is with great sadness that the practice must report the death of Healthcare Assistant Sam Garbett. Sam worked at Dawley Medical Practice for a number of years and was a popular member of the team.**

**Our thoughts are with her family.**

## Long Covid

**Still struggling with symptoms of long covid? If the answer is 'yes', there's a new service that can help.**

**Extra support is available for patients aged 16 and above. The service is mainly virtual, but clinic appointments or home visits are available if there is a clinical need. For more information call 01952 204476 and select Option 3 or email [shropcom.postcovidpatient@nhs.net](mailto:shropcom.postcovidpatient@nhs.net)**

## Thank You.....

**to everyone who supported the Macmillan Cancer Appeal recently. A Marie Curie nurse was based in reception and donations raised more than £156. That will pay for seven hours of care from a Marie Curie nurse.**

## Friends & Family

**Thank you for the great feedback!**

**The August figures for the NHS Friends and Family Test show 97% of respondents would recommend the practice.**

**If you've got time when you are in the surgery, please complete a Friends & Family card.**

**The cards are available in reception.**