

Dawley Medical Matters Newsletter – Spring 2026



It's the end of an era!

Staff and patients have been saying 'goodbye' to Dr Buffon. After 24 years at Dawley Medical Centre, she is finally hanging up her stethoscope and looking forward to retirement. She leaves the practice at the end of March and wants to thank patients for their kind words and best wishes as well as their many gifts and cards. She says Dawley has truly been a unique place to work but is now looking forward to spending more time in her garden and looking after her bee hives.



Struggling with your mental health?

'Shout' may be able to help. It's a Mental Health Text Support service which is available 24/7 - it's free and confidential.

To start a conversation with a trained mental health professional text STW to 85258 anytime.

Texts are free of charge.

Drains!

Just a quick note to advise that we are aware of the issues with the drains outside the practice and we are in discussions with the landlord.

Watch this space!

Exemption letter for court

As a matter of policy, the partners at Dawley Medical will not issue certificates of exemption or To Whom It May Concern letters for patients required to attend court (this includes as a witness, defendant or for jury service). A sick note is not acceptable to the court. Not being well enough to work does not necessarily mean a patient cannot attend court.

The judge must decide if a person has the 'capacity to litigate'. The GPs at Dawley Medical do not have the specialist knowledge needed to decide this, and the partners will refuse requests for a private letter or certificate.

Thank you!

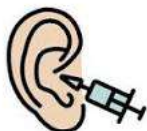
To everyone who attended the Women's Health Day on Sunday 8th March. Once again there was a good attendance.

The practice has events planned for the rest of the year.

Next up is a Respiratory Session on Sunday 10th May 2026, followed by a Musculoskeletal Day on Sunday 5th July 2026.

More details will be posted on the practice's Facebook page.

Ear Syringing



It's been a difficult decision but going forward, the GPs' have decided to no longer offer ear syringing.

Most practices stopped in 2020 when the service was taken out of the standard NHS contract. At that time the partners decided to 'opt in' and carry on. Over the last five years the practice has spent a lot of time and money on training staff and buying equipment even though it was a financial loss. The ear syringing we've been able to offer is not without risk – potential problems include perforation of the ear drum, damage to the ear canal, pain and vertigo. Today's gold standard treatment is micro suction which is much safer. Unfortunately, this can't be provided in the surgery but is available from private providers.

The practice is always happy to offer an ear check and a chat through the options as it may be that ear syringing or micro-suction is not needed.

However, it's not all bad news! The practice is opting in to other services designed to make patients' lives easier. For example, the nurses will carry on offering a wound dressing service and ECGs will continue to be carried out at the surgery. Women's health remains an important service and there's more support for respiratory patients. Advanced testing is now being offered for patients with COPD and asthma.

Should I ring in or write?

That's the question many patients wonder when they want to book an appointment.

Here are some guidelines to help choose the best way to get in contact!

Patients looking for a routine appointment or a non-urgent query are encouraged to use the online method of booking.

The online form can be accessed by going onto www.dawleymedicalpractice.co.uk and clicking on the box 'make, change or cancel an appointment'. This opens a form where you can choose either 'I have a health problem' (new or ongoing) or 'I have an admin or routine care request (this includes fit notes, repeat prescriptions, screening and vaccinations). Once completed and sent in, the form is dealt with in the same way as telephone calls (i.e. processed by reception with the support of the duty doctor).

Asking patients to use the online service frees up the phone lines for anyone with an urgent problem that needs dealing with that day.

The phone is also for patients who do not have access to the internet. However, patients with an urgent problem should **always** phone the practice.

If all the 'on the day' appointments are booked, reception will ask the duty doctor for advice. This may include being referred to other services.

Don't worry!

If using the online form or the phone is not an option, appointments can always be made in person at the practice.

Bank Holidays

A reminder the practice closes at 6.30pm on Thursday 2nd April 2026 for Easter and reopens at 8.00am on Tuesday 7th April 2026.

The surgery is also closed on Monday May 4th for May Day and Monday 25th May 2026 for Spring Bank Holiday reopening the next day at 8.00am

Don't forget to make sure you have enough medication to last over the holiday period.

Prescriptions can be ordered via the NHS App, via the practice website www.dawleymedicalpractice.co.uk or by emailing stw.dawley.prescriptions@nhs.net

You can also order by phone between 9am – 5pm by calling 01952 630500 and choosing option 2.

A plea from the prescription clerks!

When phoning to order meds, please have the list of what you need with you – it will help speed up the process.



Thank you....

from the Marie Curie Nursing Service.

Representatives recently visited the surgery again and were delighted with the response from patients. During their visit, £208.32 was raised to help support their work. The cash will pay for nine hours of nursing care for cancer patients.