



Dawley Medical Matters Newsletter – Spring 2024

Practice News

It's 'welcome back' to Dr Bufton!

She has completed her treatment and is returning to the practice after Easter on a phased return. Double congratulations to our former Health Care Assistant Sharna! Not only has she tied the knot, but she recently passed her exams and is now a Nurse Associate!

There's plenty more training going on at the practice – the pharmacy team have all completed their community-based training and are heading towards becoming independent prescribers. Training for the staff in the Urgent Care Hub continues with the paramedics and nurse practitioner Bee embarking on three-year courses to become advanced clinical practitioners. Ruth Rawson is now a practice nurse and two new members of staff have joined the reception team to replace two ladies who retired. Finally, the practice will welcome an apprentice in early April.

Easter Closures



A reminder the practice will be shut for the Easter Holidays.

The surgery will close at 6pm on Thursday 28th March 2024 and reopens on Tuesday 2nd April 2024 at 8.00am,

NHS 111 provides urgent medical services when the practice is closed (including weekends and Bank Holidays). It is free to call 111, 24 hours a day, 365 days a year. They can also be contacted online by typing 111.nhs.uk into the search engine.

And don't forget your local pharmacy may be able to help! For more details log onto

www.dawleymedical.co.uk and use the tab 'When We are Closed'.

Need support with your mental health?

Suffering from anxiety, PTSD or depression? If you are over 16 and registered with a GP in Telford & Wrekin or Shropshire, a new service may be able to help. Talking Therapies offers information and guidance as well as therapies such as Cognitive Behaviour Therapy and Counselling.

You can access the service without needing to see your GP (so long as you are not already under the care of the mental health service).

Self-referrals can be made online at

www.mpft.nhs.uk/stwtt

or by calling

0300 1236020

At the moment, assessments are being provided within 2 – 4 weeks of a referral being made.

The out of hours service 111 can also help. Just call 111 and select the option for mental health.

New Diagnostic Centre



A new community-based diagnostic hub has opened in Telford. The facility is for non-urgent investigations and is based at Hollinswood House in Stafford Park. It means patients won't have to go to hospital for things like blood tests, x-rays, CT and MRI scans as well as low risk renal dialysis. Health bosses hope now the centre is up and running it will relieve the pressure on the Princess Royal & Royal Shrewsbury Hospitals. There's plenty of free parking at the site and health bosses say waiting times for patients should be reduced.



Dawley Medical Practice is now on Facebook!

To get up to date information about the practice, search for Dawley Medical Practice Webb House. The feed will include posts about any closures or general health information.

There is no facility at the moment to leave comments.

Pharmacy First!

Are you suffering from a minor ailment? Rather than wait to see a doctor, why not try Pharmacy First? Under the scheme a local pharmacist can offer advice and treatment for a range of common conditions.

These include acute otitis media (ear infection), infected insect bites, sinusitis, sore throat or uncomplicated water infection. For more information log onto the practice website

www.dawleymedical.co.uk

and click on the appointment tab. Scroll down and click on the section marked Minor ailments/pharmacy first.

Listening Table

Need help negotiating your way around the practice website, getting online, or using the blood pressure machine? The Patient Forum can help. Members of the group are setting up a listening table in reception to provide support. Check the practice website for the dates they will be in.

You said.....we did!
'Thank you' to everyone who took part in the recent survey carried out by the Patient Forum. The results are in, and an action plan drawn up. One of the main things that came up was that patients want more Face2Face (F2F) appointments with GPs. With Dr Bufton's return, it means there will be 5 GPs in the practice. As a result, more F2F slots will be offered.

Continuity of care was another worry. Again, with Dr Bufton back, the GPs will be put into groups to make this easier. Reception staff will be asked to keep continuity of care in mind when booking appointments. Many practices now only allow appointments to be booked online or on the phone. Dawley patients wanted the option to book in person at reception. The good news is there are no plans to stop this! Appointments can be booked in person, on the phone or by using the online admin form. Another concern was the rush to get in the phone queue at 8am.

Patients are being reassured that with the Urgent Care Hub in place, more appointments are available throughout the day and there is no need to ring first thing. Dawley offers 33-37 slots per 1,000 patients per day compared to the average 23-25 per 1,000 patients. There are still free spaces at the end of most days. The new phone system has been well received although some patients felt the options were confusing. As a result of this feedback, the choices have been tweaked to make it clear that reception is for appointments and general queries whereas the secretaries handle questions about referrals.

Face2Face slots to stay!

Many GP practices are moving to an all-online triage service as a way of managing demand for appointments. However, the doctors at Dawley Medical have promised to stick to what is known as the GP model. This means patients will still be able to book Face2Face appointments, telephone consultations or use a digital method for contact. To contact the practice online go on to the practice's website

www.dawleymedicalpractice.co.uk

Scroll down the home page and click on the link <https://florey accurx.com/p/M82009>. Use the online form to send in non-urgent medical or admin queries (including requests for an appointment). A reply will be sent within 2 working days.

Immunisations

Cases of measles are on the rise across the UK and parents are being urged to catch up on any missed MMR jabs. The first injection is usually given at 12 months and the second with the pre-school booster at three and a half. If your little one hasn't had both jabs, ring reception to book an appointment.

Staying with vaccines, a reminder that the practice is not doing the spring Covid jabs. Book online or call 119 (free of charge) to make an appointment.

Patients eligible for the injection are the over 75s, care home residents and anyone over 6 months old with a weakened immune system.