

Dawley Medical Matters

Newsletter – Summer 2023

Staff News

Get well wishes from everyone at Dawley to Dr Bufton. She is currently receiving treatment and will be away for the foreseeable future. In Dr Bufton’s absence, Dr Oluchi is covering her clinics. New staff are still being welcomed at the practice! The clinical team are being joined by a pharmacy technician. She will be doing a lot of the back-office prescription tasks leaving the clinical pharmacists to concentrate on patient-facing work. A new member of staff has started in admin and an extra nurse practitioner joined the urgent care team at the beginning of August.

Bhavisha Sookraj is very experienced, having worked for many years in general practice and for the Out of Hours service.

Phone System Update

Finally, progress on the new cloud-based phone system! The practice is dependent on NHS England for the work, but it is hoped to be in place before winter pressures start and will mean more phone lines.

Car Park Update

A big ‘thank you’ for your patience while work was being carried out on the car park used by visitors to the surgery. Contrary to reports on social media, the car park has never been owned by Dawley Medical and is in fact leased from the landlord who owns the site and has been responsible for all maintenance. It has taken years of negotiations and pushing to get the necessary work carried out.

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Ordering Repeat Medicines



Going on holiday? Please add a note to your request that you are going away. If you do not do this the request may be refused. You can normally order up to 7 days before the due date using the NHS App, Patient Access, or POD (prescription ordering direct). If you use POD, email tw.pod@nhs.net or phone 01952 580350

POD are very busy Monday morning, so try not to call at that time.

Ordering online?

Please allow the practice 72 working hours for scripts to be signed and sent to your nominated pharmacy.

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Why is the Door Closed?

Patients often ask why the practice doors stay closed. The answer is, to keep patients and staff safe.

Telford & Wrekin’s Special Allocation Scheme for violent and aggressive patients is based at our Practice. Sadly, in the past there have been incidents where chairs have been thrown and members of staff and visiting patients abused by patients on the scheme. Since the door policy was introduced, there have been no incidents of violence or vandalism.

When you arrive, you will need to buzz through to reception. Based on patient feedback we will only ask for your name.

Bank Holiday Closure

A reminder the surgery is closed for Summer Bank Holiday on Monday 28th August 2023. We re-open at 8.00am on Tuesday 29th August 2023

Are you ex-forces?



Make sure you let us know if you have ever served in the British Armed Forces and your medical record will be coded.

The practice can offer extra support for veterans and their families. Even a short stint in the army, navy or air force will qualify.

Flu Clinics



Plans are already underway for this year’s flu clinics. The vaccines are expected to arrive in the last week of September.

A clinic has been set up for Saturday 7th October 2023 starting at 8.00am.

This year only at-risk patients will be eligible for vaccine. The list includes -

Over 65s,

Pregnant women,

Children aged 2 or 3 on 31st August 2023,

Long stay patients in Residential care homes, Carers,

Frontline workers in social care settings.

The vaccine is also recommended for anyone between 6 months and 65 years in the clinical risk groups. This includes patients with long term health problems such as Diabetes,

Heart problems,

Some neurological conditions,

Respiratory problems (for example asthma where a steroid inhaler or tablets is needed).

Patients who are medically housebound will as usual be offered the injections at home.

For a full list, of eligible patients, please go to the GOV.UK website.

Please do not contact the practice to book for the flu clinic until you are asked to do so.

5,922

That’s how many appointments were offered at the practice in June. 2,566 being Face2Face (that’s more than 43%). The other appointments were home visits, online and phone calls.

GPs carried out 2,129 consultations. 3,319 of all consultations were carried out on the same day that they were booked.

The data shows that Tuesday is often the busiest day for phone calls. 8am is the busiest time for phone calls right across the week. If you call later, you are more likely to get through and appointments are still available!

Online Consult Service

[**https://florey.accurx.com/p/M82009**](https://florey.accurx.com/p/M82009)

Using the online contact form can save you waiting on the phone. You can use the e-online form any time of the day. You can find the link above or on the home page of the practice website. You can use the form to ask for an appointment, a sick note, check on a referral or your test results.

Routine requests will be dealt with in 2 working days. Urgent matters within one working day.

165

That’s how many appointment slots have been used by the practice’s social prescribers over the past 12 months.

The social prescribers offer help to anyone aged between 18 and 55 who is socially isolated, lonely or has a long-term condition or mental health needs. They can also offer help to carers or patients who have wider issues such as debt, housing problems or relationship issues.

If you feel you would benefit from chatting to a social prescriber, please contact reception who will be happy to help you.