



Dawley Medical Matters Newsletter – Winter 2023

Practice News

It's been another challenging year for the practice but some good news as 2023 draws to a close! Dr Bufton has now completed her treatment and is looking forward to returning once she is fully recovered. She would like to thank everyone for their kind thoughts and good wishes.

Dr Lovett is getting ready to return from maternity leave. She is due back on 6th December.

Meanwhile, Dr Oluchi Ashiegbu and Dr John Davies will continue to provide locum cover.

Welcome to Sue Walsh and Steph Baylis. Sue has joined the in-house clinical pharmacy team as a technician. She will be working across the three primary care network practices supporting the pharmacists, patients, and admin staff. Steph has joined the Urgent Care Team. She has spent over 24 years as a paramedic in the ambulance service and brings a wealth of experience to the practice.

200

That's how many extra appointments are available each week since our Urgent Care Hub opened. The hub opened at the beginning of September. It is staffed by specially trained clinicians. These include paramedics, pharmacists, and advanced practitioners who are under the supervision of a GP. Monday is one of the busiest days at the practice. On the first two Mondays after the hub opened, the practice offered 373 and 407 appointments of which 292 and 336 were used. This compares to an average of 274 appointments on Mondays before the hub opened. These days it is rare for there to be no appointments to offer at the end of each day. This means patients don't have to scramble to ring first thing in the morning and that eases pressure on the phone lines. The hub has also allowed the other GPs in the practice more time to do their clinical admin and see routine appointments.

Christmas Closures



A reminder the practice will be shut for the Christmas & New Year holiday.

The surgery will be close at 6pm on Friday 22nd December and reopen on Wednesday 27th December 2023 at 8am.

Closure for the New Year break begins on Friday 29th December 2023 at 6.00pm. The practice reopens at 8am on Tuesday 2nd January 2024.

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'.

We are going live!



The countdown is on for the practice's new phone system!

'Go Live Day' is Thursday 21st December. The new set up is a cloud-based system. It means an increase in the number of phone lines in and out of the practice. There will be a virtual call queue (which means no more hanging on the phone). A text reminder will be going out to patients the day before.

A reminder to listen carefully when phoning in as there will be new messages and new options!

We are not expecting any hiccups but please bear with us as we get to grips with the new system! The provider covers almost 40% of the phone systems for GP practices.

96 per cent

That's how many patients said in October they would recommend the practice to their friends and family. 357 rated the practice as 'very good' while 47 said their appointment was 'good'. The figures are an increase on the previous month. In September, 91 per cent of patients who replied to the survey said they would recommend us! Meanwhile patient numbers at the practice continue to grow! Last year 10,308 people were registered. The current number is 10,435.

Prescriptions



A reminder to make sure you order your medicines in good time if you are going to run out over the holiday period! There are several ways of ordering: -

- i). Send an email to shropshire.pod@nhs.net
- ii). Phone the POD (Prescription Ordering Direct). The call centre number is 01952 580350 and is open 9am to 5pm Monday to Friday.
- iii). Order online using the NHS App or through Patient Access

Please allow 72 hours (three working days) for the script to be signed and sent to your nominated pharmacy. If you use an online pharmacy, please bear in mind your medication may take longer than usual to come through the post.

More than a 1,000!



That's how many patients came to the special Covid & flu clinic on Saturday 7th October.

Teams from the practice have also been out and about vaccinating the housebound patients and those resident in local care homes. Meanwhile, there's a reminder to anyone caring for a 2- or three-year-old not to forget to bring them in for their flu vaccination! It's a nasal spray – just one squirt up each nostril. So far this season, just 37 per cent of the practice's toddlers have been immunised. However, the good news is, that's better than 2022. This time last year, just 20 per cent had been vaccinated.

The GPs say it's very important that the youngsters are covered. The under-fives have one of the highest risks of hospitalisation if they catch flu. Last year 6,000 children in England ended up in hospital. Little ones can catch and spread flu very easily. This can be risky for other members of the family, especially if they are vulnerable.

4- and five-year-olds are offered their vaccine through their school.

The jab is recommended for anyone suffering from respiratory problems, or who has a long-term condition like diabetes, a history of stroke or a weak immune system. There's still time to get immunised before we officially get into winter!

If you want to book an appointment (or check whether you are eligible) just ring reception.

Need more help this winter?

If the answer is 'yes', the Winter Support Service may be able to help. It's now up and running for the fourth year. It's organised by Shropshire Council who have teamed up with groups like the Red Cross, Age UK, and The Royal Voluntary Service (among others) to provide a range of support.

The service is available until the end of March 2024 and can help with things like collection and delivery of medication, shopping or even a wellbeing 'check in and chat'. Cost of living advice and support is also available as well as help for people being discharged from hospital.

You can get through to the helpline on

01952 678 9012

Finally!



Merry Christmas and a happy and healthy New Year from everyone at Dawley Medical Practice