

The Wem & Prees Medical Practice Newsletter



Aspiring to improve the health, well-being and lives of those we care for

Hello and Welcome to our new look Newsletter!

The last 12 months have been really busy as a practice and as we have so many things to tell you about we decided to revamp the newsletter!

We have had the pleasure of welcoming a number of new staff to join us here at the practice, including **Dr Nan Thornley** who joined us as a new GP Partner in October and **Dr Nicola West** who joined us last May as a new Salaried GP. We have also been delighted to welcome Advanced Clinical Practitioners (ACP's) **Colin and Nick** who have quickly become part of the clinical team. We are very pleased to be able to say we are now a 10 GP strong practice with 3 ACP's.

We have also recruited to a new role of a **GP Assistant (GPA)** who you may come across working in a Phlebotomy clinic, or taking blood pressures amongst other areas across our two sites.



Meet the Partners of Wem and Prees Medical Practice (from left to right) Dr Emma Blunsum, Dr Alice King, Dr Catherine Rogers, Dr Nan Thornley, Dr Marcus Philpott, Dr Emma Smart, Caroline Morris, Dr Ruth Oldroyd

The practice welcomes its first Apprentice



Meet Louise, our new Business and Admin Apprentice

We have had the pleasure of **recruiting our first Apprentice!** This has been a great success resulting in an offer of a permanent position for Louise (*you can read her story below*). We are a **training practice** with a number of GP Registrars receiving the benefit of the wealth of experience from our GP trainers, we have also enjoyed offering our young people from the local schools some experience of working in a medical environment. This has been a pleasure that we hope will be a helpful stepping stone to their career in the future.

We will be advertising for another Apprentice to join us in September working at our Prees Practice if you are interested go to our website to find out more and how to apply.

<https://www.wemandpreeshealth.co.uk/>

THIS IS MY STORY



After leaving school in May 2023, I was unsure of what career path I wanted to go down, so I looked into the apprenticeship Wem & Prees Medical Practice were offering. After an interview with the Practice Manager and Reception Manager I was accepted onto a Business Admin course. Over the last 12 months of my Apprenticeship, I have been offered loads of different opportunities within the practice, such as working with all the different teams, Dispensary / Reception/ Data and Admin. Working and seeing how all the different teams have worked has helped me grow with confidence with patients and being able to learn how the practice works.

Being able to work in dispensary was a brilliant opportunity to learn about all the different drugs and see how the dispensing career works. Working in all the different departments within the practice has given me a great idea on what I want to do next. After 12 months of learning all the different aspects of my Apprenticeship I have finished with a level 3 Business Admin Qualification (to be able to get this Qualification I have studied at college once a week over the 12 months).

Becoming an Apprentice is a great way to experience different careers if you are unsure on what your next step is going to be.

All of the staff within the practice have been supportive with giving me the best opportunities and supporting me when needed. Now I've come to the end of my Apprenticeship I have been offered a job role within the practice with working in the teams that I enjoyed the most.



Patient Survey Spring 2024



Thank you to all those that responded and completed our questionnaire in 2022. In total we received over a thousand responses, at the end of May.

We will be sending another questionnaire asking for feedback on our new appointment system which we launched in April.

Please do either complete the survey online or pop into the practice for a paper copy as your views are important to us and help inform the strategic direction of your GP Practice.

Total Triage - Online appointment requests

If you have contacted us since 8th April you will have noticed a change to the way you are able to book an appointment.

Patients are encouraged to complete an online appointment request via an automatic text message when you call or via the website. Our reception team has ardently worked to implement the new system and they are still available to help and assist those that do call or come in to the surgery .

Early signs are promising as patients are currently able to receive an appointment within one to two weeks and call times on the telephone are on average 7 minutes. This means for those that prefer to call or cannot access the form online can still get through to the practice where our reception team will be pleased to assist you. A big thank you to everyone that have embraced our new system.





A big welcome to all our new patients!

We currently have over 12,000 registered patients at the Practice and this includes all of our new patients joining us in the last 12 months.



NHS Health checks

For those patients aged between 40 and 74 and do not have a pre-existing health condition you are eligible for an NHS Health check every 5 years. If you are due a health check you will be invited in due course. Please follow this link for further information

<https://www.nhs.uk/conditions/nhs-health-check/>

Wem & Prees Patient Participation Group (PPG)



The Patient Participation Group (PPG) at Wem & Prees Medical Practice comprises volunteers from both practices

We:

- Consult with the practice on service development and improvement
 - Contribute to and are kept informed of practice decisions
- Represent the views of patients and provide feedback on their needs and concerns

The PPG welcomes the views of our patients; please get in contact with us by writing to the surgery or emailing us at: PPG.wemandprees@gmail.com

(please note the PPG does not assist with individual complaints which should be raised through the practice complaints system)

Women's Health Saturday



Our Women's Health Saturday in January was extremely well attended. Many ladies that did attend complimented us on the relaxed atmosphere, longer appointments for cervical smears and the ability to drop in for advice and support around the Menopause, HRT and Sexual Health. A big thank you to all the staff that gave up their time to run the clinic and a thank you to our newly formed PPG who helped with refreshments and chatting to our ladies before and after their appointments which certainly helped with any nerves!

Men's Health Saturday

We're pleased to announce that our Men's Health Saturday is planned for **28th September** where appointments will be available to our male patients over the age of 50.

The clinic will be led by Dr Marcus Philpott and staffed by male clinicians and supported by our male volunteers from the Patient Participation Group (PPG).

We plan to focus our appointments on:

- Cardio Vascular appointments for 50+ and Health Checks
- Lower Urinary Tract Symptoms and Bladder Health
- Erectile Dysfunction and Testicular health
- Smoking, weight loss and Drop in sessions
- Mental Health appointments

More information and how to book an appointment will be available later in the year.



NHS APP

If you haven't already why not download the NHS App. Support is available if you need it.

www.nhsapp.service.nhs.uk

Flu Season 2024/25

The season starts slightly later this year to ensure that the vaccine lasts throughout the winter. Appointments with Wem and Prees medical practice will be available early October and will be pre-bookable. More information and dates will follow in due course. Please support your GP Practice by booking with us directly.





Prees Dispensary

For all our patients that live in the catchment area of Prees please remember to register to be a dispensing patient.

This not only means you can collect your prescription locally Monday to Friday (8.30am to 6pm (excluding lunchtime 1-2pm)) but ensures that the service remains viable and available to local people.

Our Dispensary Manager Rachel and her team are always happy to help and to answer any queries, they will also text to let you know the medication is ready for collection.



A reminder about our opening times (both practices are the same)

| Surgery Open | Telephone lines open |
|---|----------------------|
| 8.15am – 1.00pm | 8.15am – 1.00pm |
| <i>Both practices will close for lunch from 1.00pm – 2.00pm, however the emergency telephone line will still be available</i> | |
| 2.00pm – 6.00pm | 2.00pm – 6.00pm |

The on-line form (accessed through www.WemAndPreesHealth.co.uk) to contact the practice will be accessible from 8.00am – 5.00pm



CARERS' CORNER



Are you looking after or providing support for a relative, friend or neighbour? Often people don't think of themselves as carers but consider what they do is part of their role as a family member. We want to ensure that your GP has the most up-to-date information about you; this includes whether you are cared for or a carer.

This allows us to help our patients access the right services, information and support. We have updated our website and added a "Carers Corner"; there you will find all our new Carers forms and information about Shropshire Carers together with a link to the 2024 Shropshire Choices Support Finder.

We will be adding to this over the coming weeks, providing further helpful information, where our Carers can access the information they need when they need it. If you can't go online to get the information, the information is available to collect from the practice or by post. For more information please contact us by emailing wemandprees@nhs.net or go to <https://www.wemandpreeshealth.co.uk/carers-advice>

And finally...

We hope you like this fresh new look for our newsletter and enjoy reading it as the temperature rises and the big yellow ball in the sky finally makes an appearance!

We would love to hear from you if you have any suggestions for articles in future editions please email wemandprees@nhs.net

