**PRACTICE SERVICES**

As you will no doubt be aware from the National Press, General Practice is under a considerable amount of strain with GP’s having to deal with an increasing demand for appointments and patients with more complex medical conditions.

To make best use of the Practice resources and direct patients to the most appropriate service, including our nursing team and Community Care Co-ordinator, our reception staff will be asking all patients the reason for their appointment. We already ask for a reason when booking nurse appointments, home visits and emergency appointments; this is merely an extension of that protocol.

 If you feel uncomfortable disclosing the reason for your appointment request please inform reception that it is a personal issue.

**Services Offered by the Practice are listed below**

|  |  |  |
| --- | --- | --- |
| **Service** | **Led by:** | **Clinics** |
| **Nurse triage Service** For advice regarding:Test result queriesUrinary tract infectionsContraceptionReactions to medication or queries on how two or more medications react with each otherAdvice on colds, rashes, sore eyesMinor injury concerns eg bruises, lacerationsPlease note children under 5 with medical concerns will be directed to a GP rather than nurse triage | Nursing Team | AM - Daily covering both sites(nurses have access to book appointments as necessary)Telephone service |
| **Chronic Disease Clinics**Asthma/COPDDiabetes | Nursing Team | Wednesday PM – Much WenlockThursday PM – CressageWednesday AM – CressageThursday PM - Much WenlockAppointment service |
| **Child Immunisations Clinic** | Nursing Team | Monday pm – Much WenlockWednesday pm – Cressage Appointment service |
| **Leg Ulcer/Dressings Clinic** | Nursing Team | Monday pm – CressageTuesday pm – Much WenlockFriday pm – Much WenlockAppointment service |
| **Blood Tests** | Health Care Assistants | Daily – appointment service  |
| **Travel Immunisations Clinic** | Nursing Team | Friday afternoon – Much WenlockTelephone advice and appointment service |
| **General Nurse Clinic –**Appointments for smears, ear syringing etc | Nursing Team | Daily appointments – both sites |
| **NHS HealthCheck Clinic** | Health Care Assistant | Tuesday PM – Cressage and adhoc Appointments by invitation |
| **Health Visitor Clinic** | Health Visiting Team | Alternate Monday/TuesdaysAppointment service – telephone the Health Visiting team to arrange an appointment. |
| **Midwife Clinic** | Midwifery Team | Alternate Wednesday PM between sitesAppointment service – bookable via the Practice |
| **Contraceptive Implant Clinic** | Dr Hay | Monthly – Much WenlockAppointment service |
| **Minor Surgery Clinic** | Dr Wentel | Monthly – Much WenlockAppointment service |
| **GP Appointments** | GP Team including Training Doctors and Medical Students | Daily across both sitesBoth pre bookable appointments and bookable on the day. |
| **Emergency Appointments** | GP Team | Daily – both am and pmTelephone service with GP access to book appointments if necessary |
| **Home Visits** | GP Team including Training Doctors | Daily – am (PM in emergencies only)Telephone request service with GP callback |
| **Signposting for Social Care/Support Services** | Jeremy RobertsCommunity Care Co-Ordinator | Monday and WednesdayContact the practice with details of your query and Jeremy will make direct contact. |
| **IAPT (Improving Access to Psychological Therapies)**  -eg Counselling, Cognitive Behavioural Therapy | IAPT Team | Wednesday AM – Much WenlockWednesday PM – CressageSelf referral to service; patients then directed to most appropriate psychological therapyThe practice also employs an in house counsellor at Cressage – referrals made via the GP. |

**NHS HEALTHCHECKS** is a national programme developed by the Department of Health to prevent and help identify in its early stages heart disease, diabetes, stroke and kidney disease.

Patients aged 40 – 74 years of age who are not already diagnosed with one of these conditions or are not under regular annual review, will have the opportunity to attend once every 5 years for a healthcheck to assess the risk of developing one of these diseases.

The check includes height and weight measurements, body mass index, smoking status, alcohol screening, physical activity levels, family history of heart disease, blood pressure measurement, cholesterol measurement and diabetes test as appropriate.

**We are now able to offer NHS Healthchecks at the Practice;** with initially a clinic operating on a Tuesday afternoon at Cressage. We will also have some adhoc appointments throughout the week.

Patients eligible for the Healthcheck will be invited to attend for an appointment by the Practice over the coming year.

Please contact the practice if you require any further information.

**Community Care Co-ordinator News**

We are welcoming back to our Practice Jeremy Roberts in the role of Community Care Co-ordinator.

Jeremy’s role is to signpost patients who may need assistance in accessing social and support services.

If you; have just come out of hospital, are a carer for someone, are feeling lonely, are struggling to cope, need help to live independently or need transport - speak to your GP or Nurse or leave a message with reception and our Community Care Co-ordinator, Jeremy, will contact you.

**Student News**

We have two 3rd year students with us in June they will be observing GP and nurse clinics and assessing patients whilst under the supervision of a GP.

It is of great benefit to the medical student’s training to see as many patients as possible and we thank you for your help in supporting her development as a doctor.

**WHEN A STRANGER CALLS….**

**PLEASE BE AWARE THAT THERE ARE BOGUS CALLERS CURRENTLY WORKING IN THE SHROPSHRE AREA!!**

**There is a group of people calling on the elderly population selling a drug called “Linizine (Rosehip) to help Arthritis symptoms at bargain prices.**

**The callers claim to be doctors and will ask for your bank details for the purchase. Please do not give the callers this information. Notify the Police if you suspect you have received a visit or telephone call from these bogus callers.**

**Much Wenlock and Cressage Medical Practice will not contact you for your bank details or try to sell you alternative drugs.**

**LONDON MARATHON NEWS**

***It is now nearly two weeks since the London Marathon and I want to say thank you to you all for your support and kind donations for Cystic Fibrosis. At present the total raised is about £4,200.00 which will be so well received by this worthwhile Charity.***

***I completed the Marathon in one piece in 3 hours 23 minutes, and as always it was a really inspiring event.***

***Many thanks for your support, Libby Collinson***