

## **Much Wenlock & Cressage Medical Practice Update**

As we approach the end of another year, we are reflecting on yet another busy year in Primary Care. Over the past 14 months we have seen 2 of our long-standing Partners retire, Dr Bailey in October 22 and Dr Hay in October 23. In November 23 we welcomed Dr Maurice Price as a new Partner, who is working 3 days a week at the Practice.

Dr Moussa and Dr Hmon completed their GP Placements with us, and Dr Moussa has since returned as a long-term locum, covering maternity leave. Dr Redgate joined us in April 2023 on a 12-month contract. We also welcomed Dr Ruemu and Dr Amara on their 12-month placements as GP Registrars.

We have consolidated our nursing team with the additional of Zoe Williams as Practice Nurse and Holly Hensley as Health Care Assistant. Our Clinical Nurse Lead, Sister Leitch, gained her spirometry qualification enabling this service to be restarted at the Practice. Our Health Care Assistant, Leonie Emery obtained her General Practice Assistant qualification enabling her to work closely with the GP's and hopefully reduce some of their administrative burden and provide clinical support to the administration team.

In March 23 Chloe Allmark, a member of the reception team, completing a Business Administration Apprenticeship with us and continues to develop within the Practice. Chloe was awarded "The Most Committed Apprentice" County Training Award. The Practice also received the "Employer of the Year" County Training Award.

Changes in administration and dispensary teams; all settling into their roles, including a member of our reception team, Sarah Fenton, who has taken over the Community Care Co-Ordinator role.

In the 12 months from 1 Nov 22 to 31 Oct 23 over 44200 appointments (including flu clinics, homes visits, visits to care homes) were provided by the Practice and associated clinicians caring for a total of 6737 patients (with 1225 DNA's).

## **2023 GP National Survey**

In the 2023 National GP Patient Survey we achieved a score of 83% for good or very good the overall experience of this Practice compared to the national score of 71% and score for Shropshire Telford and Wrekin in of 73%.

97% of patients said their needs were met either definitely or to some extent. The Practice scored less highly on satisfaction with the general practice appointment times available, scoring 44% as compared to the national average of 53% and Shropshire Telford and Wrekin average of 52%. We have introduced an easier online appointment system this year via 'Online Triage' to improve patient access and have introduced additional roles such as Health and Wellbeing Advisors.

We will continue to review and develop our systems in the coming months.

## **Prioritising Our Patient Calls - We are making contacting us a little bit easier**

From the 1<sup>st</sup> December we will be using a new call queuing and callback system called **"Keep My Place in Queue"**

At busy times, we will be using our new call queue system which will give you the option to select a callback. There is no additional charge for our patients for any callback. We will call you back on the number displayed, please note this service will not work with withheld telephone numbers. For further information; please visit the Practice website: [www.muchwenlockandcressagemp.co.uk](http://www.muchwenlockandcressagemp.co.uk) or see the posters displayed in the Practice.

## *Christmas and New Year Opening:*

Monday 25th December – Bank Holiday – Closed

Tuesday 26th December – Bank Holiday - Closed

Wednesday 27th December – Open – Business as usual

Thursday 28th December – Open – Business as usual

Friday 29th December – Open – Business as usual

Monday 1<sup>st</sup> January 2024 – Bank Holiday – Closed

Tuesday 2nd January 2024 – Open – Business as usual

If you require medical advice over the holiday period when the Practice or Dispensary is closed, call NHS 111 or visit [www.nhs.uk](http://www.nhs.uk).

*\*\*PLEASE REMEMBER TO ORDER YOUR REPEAT MEDICATIONS IN ADVANCE OF THE CLOSURES VIA THE PRESCRIPTION DIRECT SERVICE(POD) OR ONLINE VIA PATIENT ACCESS OR THE NHS APP\*\**

The Practice would like to take this opportunity to thank the Patients' Voice for their contributions to the practice and for their support over the past year. We would also like to thank the Compassionate Communities Group (CoCo) for their continued support as a valuable resource for those patients who have felt lonely or vulnerable following illness or injury; many thanks to the volunteers for all their hard work.

And finally, we would like to wish all our patients a very happy Christmas and healthy New Year!