

Practice News

December 2018

CONTACTING THE PRACTICE BY TELEPHONE

To contact either Much Wenlock or Cressage sites please dial 01952 726011.

Please ensure, when booking appointments that you state at which site you would like your appointment as your call may be answered by staff from either Much Wenlock or Cressage.

When you contact the Practice you will be given a choice of the following options in the telephone greeting message:-

- Press 1 for appointments
- Press 2 to cancel an appointment
- Press 3 for prescription line (Cressage registered patients) between 10.30 – 12.00
- Press 4 for prescription line (Much Wenlock registered patients) between 10.30 – 12.00
- Press 5 for test results between 2 – 6pm
- Press 6 for Insurance/Medical Reports or to speak to the secretarial team between 2 – 5pm
- Hold for general enquiries

Thank you for your patience and understanding whilst we become accustomed to our new system.

Extended Access – pre-bookable appointments – evenings, weekends and bank holidays

To access routine GP, Nurse or Healthcare Assistant appointments in the evenings and on Saturday mornings please contact the Practice and ask for an extended access appointment. The Reception staff will then be able to locate the next available appointment offered by local Practices such as Bridgnorth, Ludlow and Highley.

Pre-bookable routine appointments will be available as follows:

- **Weekday evenings (Monday to Friday)**
between 6.30pm and 8pm (at a local area hub)
- **Saturdays**
between 8am and 1pm (at a local area hub)
- **Sundays and bank holidays**
between 8.30am and 12.30pm (at a single site in central Shrewsbury)

To book an appointment for a Sunday or Bank Holiday please contact: 0333 222 6649

Practice News

December 2018

HAVE YOU OR SOMEONE YOU KNOW BEEN RECENTLY DIAGNOSED WITH TYPE 2 DIABETES?

Why not come along to a Diabetes X-PERT First Steps Session where you can learn more about the condition, ask any questions and find out about self-management of Type 2 Diabetes.

The next X-PERT First Steps Session will be held at:

The Priory Hall
Much Wenlock

Date: Monday 10 December

To book your place telephone: (01743) 277693

Much Wenlock & Cressage Patient's Voice Group

We are proud to have an active patient group who provide us with a valuable insight into the views, thoughts and concerns of our patients both at a local and county level.

If you would like to raise any matters with the Patient's Voice please contact the secretary, Brian Nelson, via email at nelson@wroxeter.net or leave a message with the Practice.

Please note that the Patient's Voice is not a complaints forum – if you have a specific complaint please contact the Practice directly.

Access to Medical Services over the Christmas/New Year Period

Please see below Christmas and New Year closures for the Practice:

*Tuesday 25 December - **Closed***
*Wednesday 26 December - **Closed***
Thursday 27 December - Open as normal
Friday 28 December - Open as normal
Monday 31 January – Open as normal
*Tuesday 1 January – **Closed***
Wednesday 2 January – Open as normal

**PLEASE REMEMBER TO ORDER YOUR REPEAT MEDICATIONS
IN ADVANCE OF THE CLOSURE**

**Whilst the Practice is closed please call 111 for urgent medical advice over the
Christmas and New Year period.**

**We would like to wish all of our patients a very merry Christmas and a happy, healthy
New Year.**