

Access to Medical Services over the Christmas/New Year Period

Please see list below of Christmas and New Year closures:-

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

Monday 25 December - Closed

Tuesday 26 December - Closed

Wednesday 27 December - Open as normal

Thursday 28 December - Open as normal

Friday 29 December - Open as normal

Monday 1 January - Closed

Tuesday 2 January - Open as usual

Whilst the Practice is closed Shropdoc will be handling urgent requests for medical attention. Please note their contact number has changed to:

0333 222 66 55

111 will be available to provide 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.

CoCo Needs You !

We are fortunate to have a thriving Compassionate Communities (CoCo) Group associated with the Practice and providing support for frail and vulnerable people in the area.

This group of volunteers give a few hours each week to support people in our community by undertaking such tasks as phoning them on a regular basis; calling in for a chat; accompanying them to the shops or assisting them in those little tasks of daily living such as household paper work, walking the dog or a bit of gardening.

However the need for support is growing and the group are currently close to capacity for the number of people they can help. CoCo are looking for more volunteers who would be willing to spare a few hours each week - **could this be you?**

Full training and support is provided for all new volunteers and you will be making a real difference to someone in your community.

Interested? Then either leave your contact details with reception at Much Wenlock or Cressage Medical Practice or email the CoCo Co-ordinator, Barbara Whitehouse on muchwenlockcoco@nhs.net

GP Telephone Consultations – Book GP Telephone Consultation Appointments online!

A number of telephone consultation slots are available each day for patients to speak with GPs if they do not need a face-to-face consultation (e.g. to discuss results, medications, problems or advice). Please note telephone consultations are not appropriate for life threatening acute illnesses and complex mental health needs.

How to book a telephone consultation

The majority of our telephone consultations can be pre-booked. Please request a telephone consultation when speaking to receptionists or we now offer an alternative way for patients to book a telephone consultation via **patient online access**. When booking your appointment on line you will need to type in the comments box the reason for your request along with a telephone number you will be contactable on. Alternatively telephone the Practice and ask for a telephone consultation.

Anonymous Call Barring

If you have the 'Anonymous Call Barring' facility active on your phone, please ensure you turn it off that day – otherwise the doctor will **NOT** be able to get through to you.

How to cancel a telephone consultation

If you wish to cancel a telephone consultation you can also do this via patient access or telephone the practice as soon as you are aware the consultation is no longer needed as there may be another patient who needs to speak to a GP.

When will the doctor call me?

The doctor will usually call you back at the end of their appointment list.

What happens if I have to go out?

If you are out when the doctor calls you he/she may leave a message but usually they will not (or cannot if you do not have a messaging service) and you will lose your appointment slot. If you have to go out before the doctor calls you, please ring and let Reception know.

Patient Voice Group – Are Recruiting!

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. The Patients' Voice is currently looking to recruit new members and would be especially keen to hear from parents with school aged children and full time workers who may be interested in joining the group.

Anyone interested in joining the Patient Voice Group should initially get in touch with the group's secretary, Brian Nelson, on 01743 761447 or via nelson@wroxeter.net.

Calling Hypertensive Patients...

If you are diagnosed with hypertension, have access to a mobile phone and a home blood pressure monitor* and would be interested in understanding and managing your condition remotely we would like to hear from you.

Please telephone the Practice and ask for a triage call from the nursing team quoting "Flo" as the reason for your call, they will provide you with more details about this service.