

MUCH WENLOCK & CRESSAGE MEDICAL PRACTICE
Drs Bailey, Hay, Wentel, Harvey, Heyes, Lonsdale & Willdig

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To Patients of Much Wenlock & Cressage Medical Practice

These past two years have been incredibly challenging in many ways, with all of us having to adapt and change how we live and work. We would like to thank you for your patience, understanding and support during these difficult times. We have had considerable support from our patients, and the vast majority have been hugely supportive of our efforts. As a practice we have done our utmost to provide the best possible service but appreciate there have been many changes which can often feel difficult to deal with.

During the past 12 months we have provided 35,642 appointments, including 15,587 face to face and 19,505 on the telephone, in addition to 550 home visits. We have delivered thousands of COVID and Flu vaccines to our patients in the surgery, at satellite clinics, in care homes and in the homes of the housebound. We have continued to work throughout the pandemic and are now in the position of having to adapt and change in order to maintain services in the face of increasing demands.

Our Dispensary service at Cressage has undergone some major changes in the past few months. Due to unforeseen circumstances, over a matter of weeks, we lost all of our regular staff. We have had to rapidly rebuild and adjust our processes to allow us to continue to provide the dispensing service. This has involved some existing staff members taking on new roles, which involves training and further education. We have recruited locum staff and are in the process of recruiting permanent staff. In addition, we will be closing our Dispensary on the 3 December for the day to allow us to implement changes to improve our working efficiency.

In order to maintain a service with reduced staffing and to mitigate against the delays and shortages in medicine supplies, we have had to extend the time between ordering medication and collection to 5 days. We appreciate this may be difficult to manage but appreciate your understanding in helping us in this matter.

Our Health Partnership

DHP A healthy future for patients and practices

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We will not be issuing 2 months of prescriptions at once over the Christmas break. Doing so involves considerable time amending prescriptions, as well as stock issues within the dispensary and processing delays. The Dispensary will close at 12pm on the 24th of December and will reopen on the 29th of December, with closures only on weekends and Bank Holidays.

From the 5 January 2022 the way in which you request your repeat medication will change; repeat prescription requests will be received by the Prescription Ordering Direct (POD). This specialist centre will receive your phone call to request your medication anytime during office hours, as well as via email. You will still be able to order medication via Patient Access and the NHS App. We feel that moving to use this service will offer you greater flexibility in ordering medication by telephone, with extended hours of access between 8 – 5 pm Monday to Friday (excluding bank holidays), and will also offer a more in depth review with the staff such as ensuring your medications are all due at the same time. This will also allow our staff to focus their time on helping with your clinical queries, booking appointments and other tasks.

We want to thank you for your understanding with the disruptions to your appointments due to staffing issues. As healthcare workers we are subject to isolation rules if in close contact with someone who tests positive for COVID. This means that at times our staff may be working remotely to call you. Face to face appointments could be rearranged or with a different clinician, and appointment availability could be temporarily limited. We will always maintain our emergency duty doctor system for any issues which you feel are urgent or need addressing that day. The most important thing is that we are able to continue to provide a safe service for our patients and staff.

Finally, all our staff members are valued team members. Our staff will continue to treat our patients with the upmost of respect and would expect the same from our patients. We are humans with feelings, and we will not tolerate aggressive behaviour or verbal abuse towards any of our staff.

Can we again thank you for your help and understanding during this time and take the opportunity to wish you all the best for the Christmas break and a happy New Year.

Yours sincerely

Dr J Harvey

On behalf of
Drs Bailey, Hay, Wentel, Harvey, Heyes
Much Wenlock & Cressage Medical Practice