

**STW Nursing Awards** - In February, the General Practice Nursing Awards were held where Libby Collinson who recently retired from our practice received a Long Service Award for 48 years of service. Congratulations Libby and we wish you well for your retirement.

**Much Wenlock & Cressage Patient’s Voice**

The MWC Patient’s Voice held their AGM in March and were delighted to have members of the Practice population in attendance who were invited to stay and observe the Patient’s Voice meeting which followed.

If you are interested in hearing more about the group and its role as critical friend to the Practice please contact the Patient’s Voice secretary, Brian Nelson at nelson@wroxeter.net or contact the Practice on 01952 726011.



**Much Wenlock & Cressage COCO Volunteer Service**

Compassionate communities is a local initiative to tackle loneliness and isolation. It is free and open to all.

We are all different, so the type and amount of care and support we can give varies greatly, but at the heart of what we do is befriending. Here is an idea of the kind of support we offer: Befriending, visiting, listening and chatting. Reading or listening to music. Playing games. Shopping for or together. Walking the dog or feeding pets. Attending appointments together.

We need volunteers, if you can spare as little as an hour every couple of weeks, we would love to hear from you. Please contact the practice 01952 726011.

**Zero Tolerance**

Unfortunately, we have noticed an increase in the number of verbally demanding and aggressive contacts by patients in the past few months. Whilst we recognise the frustration of patients with a seemingly failing NHS system, (we are, after all, patients ourselves); rudeness and aggressive behaviour is unwarranted.

Please respect our staff and approach them as you would wish to be.

Thank you for your consideration.

**Practice Bank Holiday Closures**

The practice will be closed Friday 18th April & Monday 21st April. Should you need urgent care during this time, please contact 111.

**How to access the Practice – reminder of changes to the appointment system**

Since November 2024 the Practice has revised and amended our appointment system.

* **For Urgent Non Life-Threatening Medical Assistance**

Patients in need of non life threatening urgent assistance will be asked for a few details from our Reception team and added to our Emergency Doctor list. The Emergency Doctor will then review the information gathered and provide medical support as appropriate.

* **For non-urgent medical assistance, (for new or existing problems).**
	+ Complete an Online Access form via our online triage form on the Practice Website. [www.muchwenlockandcressagemp.co.uk](http://www.muchwenlockandcressagemp.co.uk).
	+ Call the Practice on 01952 726011.
	+ Visit the Practice in person

Our Reception team will ask for some basic information to enable them to help direct you to the most appropriate service.

Routine telephone/face to face appointments are available however if you feel you need contact with a clinician sooner than the next available appointment offered, the Receptionist will advise you to complete an Online Access form. This will be assessed by a Doctor within a few days and if necessary an appointment arranged for the most appropriate clinician.

Available services:

* + GP face to face consultations
	+ GP telephone consultations
	+ Practice Nurse/Health Care assistant appointments
	+ Nurse Triage
	+ Clinical Pharmacist
	+ First Contact Practitioner Service
	+ Pharmacy First
	+ Dietician
	+ Minor Eye Conditions Service
	+ Mental Health Nurse
	+ Social Prescriber/Healthy Living Advisor
	+ 111