



Much Wenlock & Cressage Medical Practice

Practice News

December 2024

Much Wenlock & Cressage Appointment Changes –The Right Service, First Time

From mid November 2024, the Practice will be piloting a new 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 assessment and support as appropriate. We aim to address all emergency requests as timely as possible but ask that you are patient with us whilst we manage all those needing our help.

For Non-urgent Medical Assistance (for new or existing problems)

Our Reception team will ask for some basic information to enable them to help direct you to the most appropriate service. This information is specifically designed to help them to navigate your care and has been designed with our clinical team.

❖ Available services include:

- ✓ Online Access via Contact Us on Line Form on the Practice website
- ✓ GP face to face consultations
- ✓ GP telephone consultations
- ✓ Practice Nurse/Health Care assistant appointments
- ✓ Nurse Triage
- ✓ Clinical Pharmacist
- ✓ First Contact Physiotherapist
- ✓ Dietitian
- ✓ Mental Health Practitioner
- ✓ Social Prescriber/Healthy Lives Advisor (for Adults and those aged 11 – 18 years)
- ✓ Minor Eye Conditions Service
- ✓ Pharmacy First
- ✓ 111

Patients will continue to have access to routine appointments and request their preferred clinician and appointment method.

Same day appointments/Online Bookable Appointments

To allow equity of access to appointments and to ensure our appointments are used as suitably as possible, directly bookable GP appointments via the NHS App/Patient Access and appointments released on the day will no longer be available. Patients will be required to complete the Contact Us Online form on our Practice website or contact the Practice for the next available routine appointment.

Where the patient is unable to complete the online form, it will be completed together with our reception team and submitted on the patient's behalf. These requests will be triaged by a clinician and if required, a sooner appointment offered. This is to enable an increased capacity for Emergency Care and better availability of routine appointments, together with ensuring those with clinical needs have appropriate and timely clinical contact.



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Much Wenlock & Cressage Appointment Changes –The Right Service, First Time – Continued..

Home Visits

For those patients who are housebound, the Practice asks that, where possible, requests for visits are made to the surgery in the morning before 12:00 midday. Having early notice of these requests allows our clinicians to coordinate and ensure timely and efficient assessment of all our patients.

Christmas & New Year Practice Closures

Christmas Eve – Cressage Dispensary and Cressage Practice will be closed from 1.30pm.
Much Wenlock Practice will remain open until 6pm

Christmas Day – Practice will be Closed

Boxing Day – Practice will be Closed

New Year Day – Practice will be Closed

Whilst the Practice is closed please contact Shropdoc, 111, who will be available to provide medical advice over the Christmas and New Year period.

We would like to wish all our patients a very Merry Christmas and a happy and healthy New Year.

Let there be kindness at Christmas

Let there be kindness at Christmas, for one and all.
Let others know the dove of peace has come to call.
Let others see that with you, Christmas can be kind.
Leave spoonfuls of joyfulness for others to find.
Distribute your smiles, let them float to those around.
So when the smiles reaches them, happiness is found.

Let there be understanding at Christmas this year,
Let others know that your forgiveness is now here.
Let others see that with you, hate does not belong.
That with you, they will once more find hope and feel strong.
Open up your heart, and let them know that you care.
And that when tomorrow comes, you will still be there.

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