

# PRESCOTT SURGERY PATIENT NEWSLETTER

November/December 2024

**Latest News from The Surgery – From Jenni Green, Patient Services and Quality Lead and Jackie Jones, Chair, The Patient Participation Group.**

## Important News from your Patient Group (PPG)

*The Patient Group would like to wish all the Partners, Doctors, Nurses and staff of Prescott Surgery a very happy Christmas and thank them on behalf of all patients for all their continuous hard work, compassion and care during this year.*

*The Patient Group would also like to wish all patients and their families a very happy Christmas and a happy and healthy New Year.*



## Think which Service – Winter 2024 & 2025

In Shropshire, Telford and Wrekin each year, more than 130,000+ people turn up at A&E departments. While many of these patients require care from A&E staff, more than two thirds (63%) of A&E attendances in previous years could have been effectively treated elsewhere such as at a Minor Injury Unit or by a Pharmacist. Please think carefully before you use A&E and use it for genuine emergencies. There can be very long waits at A&E with some patients waiting more than 12 hours.

**Our Emergency Departments are extremely busy today**  
Think which service for the right help, fast:  
[thinkwhichservice.co.uk](http://thinkwhichservice.co.uk)

Common ailments and illness <small>flu, sore throat, coughs and colds</small>	SELF-CARE
Need help fast but not an emergency <small>feeling unwell, unsure? 'Aaaaaaah' heard help?</small>	NHS 111
Health advice and over the counter medicines <small>fever, stomach upsets, bites, headaches, aches and pains</small>	PHARMACIST
Symptoms that won't go away <small>car pain, back pain, stomach pain</small>	GP
Walk-in service for urgent care <small>minor injuries, minor burns, ear infections, minor eye injuries</small>	MINOR INJURY UNIT (MIU)
999 Life threatening emergencies <small>loss of consciousness, severe breathing difficulties, heavy bleeding</small>	A&E

**Minor Injury Units** are available to you as patients and the **nearest is at Oswestry**. They can deal with cuts and lacerations, foreign bodies in ears, nose and eyes, X-Ray and fractures (ages 5 and above), minor burns and scalds, minor head injuries (with no loss of consciousness), soft tissue injuries such as sprains and bruises, and wound infections (obtained from Shropshire Community Health website).

Oswestry Health Centre and MIU is at Thomas Savin Road, Off Gobowen Rd, Oswestry, SY11 1GA. The opening hours are Monday to Friday 8:30am – 6:00pm and Saturday and Sunday 8:30am – 1:00pm (X-Ray is Monday to Friday only and 9:00am – 3:30pm. It is not open on a bank holiday). The telephone number of MIU is **01691 663617**

If you need to use a **pharmacy** or see a **pharmacist** then the nearest pharmacy to Prescott Surgery is at **Bigton Heath Shopping Centre, Welshpool Road, Bigton Heath, Shrewsbury, SY3 5AD. The telephone number is 01743 249129**

NHS Shropshire, Telford & Wrekin **Minor Eye Conditions Service** can be accessed by calling **0344 264 4160** They can deal with dry, gritty, irritable and uncomfortable eyes, superficial foreign bodies in the eye, red eye or eyelids, ingrowing eyelashes, recent and sudden changes in vision and flashes and floaters.

**Jackie Jones, Chair - Prescott Surgery Patient Group**

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## **Important News from your Surgery (By Nick Storey, Business Manager and Jenni Green, Patient Services and Quality Lead)**

### **Did Not Attend Appointments.**

The surgery has noticed the amount of Did Not Attends (DNA's) for appointments at the surgery are beginning to increase. Each appointments costs an average of £30-£42 putting the total cost to the NHS as approximately £ 216 million pounds. We understand that it is not always possible to attend your appointment, but we do value a cancellation call, or cancelling via your confirmation text, so we can give the appointment to another patient in need of an appointment. This has been a significant problem in our recent flu/Covid vaccine clinics. There has been a very high demand for appointments but during each clinic we have lost appointments that could have been offered to others. Please help us to help you.

### **Surgery Car Parking**

It has come our attention that patients have been increasingly choosing to park on the road outside of the surgery and not trying to enter the car park on the assumption that no parking will be available. This is causing a knock-on effect with traffic jams forming on the road and a disruption to our neighbours. Could we kindly request that patients please check the availability of spaces in the car park when visiting the surgery. Thank you.

### **Breast Cancer Awareness Week**

During the week of the 14<sup>th</sup> of October, the surgery hosted a charity fundraiser for Breast Cancer Awareness. The staff and PPG contributed items for the raffle and made cakes for a bake sale. This was a very successful campaign, and we would like to say a big thank you to the PPG and patients for buying raffle tickets, Breast Cancer pens, cakes and making donations. The surgery managed to donate an amazing **£737.50p** to the Breast Cancer charity. Thank You!!

### **Shrewsbury Winter Illness Centre**

Following on from a successful winter clinic held between November 2023 and March 2024, Shrewsbury Primary Care Network, of which we are a member, will be offering the services of the Winter Illness Clinic to patients of Prescott Surgery again. The clinic will provide between 6-8 extra appointments to the surgery per day for illnesses such as chest infections, tonsillitis, flu and ear infections, the aim being too free up clinical time at the practice for more serious conditions. The clinic is based at Severn Fields Health Centre on Sundorne Road in Shrewsbury. All appointments will be face to face. The clinic will be open from the beginning of November and appointments may be requested/ offered when contacting the reception team for an on the day appointment.

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**Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours. If you have a medical emergency, please dial 999**

**Jenni Green – Patient Services and Quality Lead**  
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