

PRESCOTT SURGERY PATIENT NEWSLETTER

November/December 2025

Latest News from The Surgery – From Nick Storey, Business Manager 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.



Patient Survey 2025 & The Surgery Premises

Thank you to everyone who completed a patient survey. We received a **10%** response of the practice total number of patients who completed a survey. The results are being collated and analysed and the Patient Group will report the findings to you in the next newsletter.

A topic of significance and concern raised is the surgery premises and the identification that there is an immediate need of a larger practice which offers a greater capacity for the growing patient population (as well as improved parking). You will be aware from previous newsletters, that the local NHS Integrated Care Board (ICB) has identified Prescott Surgery as a priority in 2026/27 for funding for a new surgery. The funding is not guaranteed as it depends on how much money NHS England allocates to Shropshire ICB. The Patient Group continues to champion the need for additional space and parking both with the partners and the local councillors.

You may recall, early in February 2025 the Rt. Honourable Helen Morgan MP visited the Prescott Surgery by invitation of the Patient Group to discuss the issue of infrastructure, services and parking at the surgery. As funding is not guaranteed it would help to continually raise awareness of the need for a larger GP practice and to keep this important issue on her radar so, please feel free as patients, to email Helen Morgan MP directly with your own views and concerns.

Email – helen.morgan.mp@parliament.uk quote case reference **HM20740**

Jackie Jones, Chair - Prescott Surgery Patient Group

Important News from your Surgery - By Nick Storey, Business Manager

Think Which Service – Winter 2025 & 2026

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.

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 **Bicton Heath Shopping Centre**, Welshpool Road, Bicton 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.

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. 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.

Reducing the number of non-attendance of appointments helps the practice improve access to patients awaiting an appointment. Please help us to help you.

Shrewsbury Winter Illness Centre (Shrewsbury Primary Care Network)

Following on from a successful winter clinic held between November 2024 and March 2025, 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