PRESCOTT SURGERY PATIENT NEWSLETTER
November/December 2026

Latest News from The Surgery – From Michelle Christopher, Operations 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.

Update regarding the Surgery Premises Project

The Patient Group recently submitted a further statement to the Shropshire Planning Portal regarding a second objection to the Bonningale development. Our concerns remain regarding the need to secure funding for an extension and refurbishment of the existing surgery premises. The Patient Group are concerned about the impact on existing services to patients if the Bonningale development were to go ahead without extending the capacity of the existing premises. We remain concerned about the lack of additional regular clinical practitioners such as physiotherapists, dementia navigators, mental health practitioner, social prescriber, which the surgery may be able to provide if the capacity of the building allowed in the future and with an extended premises.

In October I joined a meeting at the surgery with Dr Guildford, Dr Stone, Cllr. Andy Woodthorpe and Cllr. Robert Jones, to discuss the current situation and the next steps for the practice. As I have stated previously, the matter remains challenging and complex, especially regarding the engagement and influence of the Shropshire, Telford and Wrekin NHS ICB and Shropshire Council. Thank you to Andy and Robert for their continued support with regard.

Prescott Surgery is a rural practice and is a distance to travel to Shrewsbury, Oswestry for primary and secondary care services. The Patient Group also feel that patients would incur health inequalities if they were expected to consistently travel for primary care services in the future. Development and refurbishment of Prescott Surgery is required now and we are considering what other influences we should pursue to continue to champion this matter for our patient population.

Carers Project – Phase 2 Holistic Support for Carers

The Patient Group is continuing to work on phase 2 of the project, which is all about 'Holistic Support to Carers', and in particular how the practice can provide support to carers who are patients at the practice. We are developing a guide for patients to seek information and refer to, and will focus on the 'top tips' for carers.

Breast Cancer Awareness

Well done to the Prescott team for organising a very successful promotion for Breast Cancer Awareness. Thank you to all staff and patients who donated raffle prizes. An amazing amount of **£477.00** was raised for the Breast Cancer Charity. Thank you to Alison for arranging everything!

Zero Tolerance at the Practice

Recently the practice has experienced a couple of incidences of unacceptable behaviour and verbal abuse. This will not be tolerated and action will be taken if necessary.

Jackie Jones, Chair - Prescott Surgery Patient Group

Important News from your Surgery - By Michelle Christopher, Operations Manager

Think Which Service – Winter 2026 & 2027

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.

The WaitLess App

This is a free App is available to download to your smartphone or tablet. The App shows you all the local Urgent Care Centres (including A&E) in Shropshire, the travel time to each centre, the current wait time and how many patients are currently waiting for care.

Winter Appointments

The practice has been allocated additional funding for extra appointments over the winter season. This equates to a Locum GP for one morning a week.

Did Not Attend (DNA's)

The practice is extremely busy during the autumn and winter months. In October **88** patients **did not attend their appointment** and **47** of the 88 were for the nursing staff. This is not acceptable. **If you cannot attend an appointment then please contact the practice and cancel your appointment. W**e have patients waiting for appointments to see the doctor or nurse so please be considerate of this and make the reception aware if you are unable to attend.

Doctors

Dr Anwr left the practice at the end of October. A new GP, Dr Maw (Female GP) will be starting at the practice during December. Dr Maw will be working 6 sessions per week.

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