



Dawley Medical Matters Newsletter – Winter 2025

Practice News



After twenty-four years with Dawley Medical Dr Bufton is getting ready to say goodbye! She will start her well-earned retirement at the end of March 2026, thirty years after qualifying as a doctor. She is planning to spend more time in her garden, looking after her bees and walking in the Shropshire hills. She is also looking forward to restarting music lessons on the piano and accordion.

Dr Murphy, Dr Lovett, Dr Harwood remain as GP Partners and Dr Bevis is our salaried GP. The practice is pleased to announce that Dr Oluchi will be joining the team as a salaried GP in January 2026.

35p - 45p pence!

That's how much the surgery gets paid by the NHS per day for each one of our patients.

This money is expected to provide unlimited consultations, treatments, referrals, staff costs, training, insurances, premises, equipment, consumables and maintenance. We also deliver some services such as cryotherapy, ear irrigation for the benefit of our patients and without appropriate reimbursement.

So if you value the NHS, let's not waste its precious resources!

Around 15 million GP appointments are lost every year by patients not turning up. Each one costs around £30. Missed hospital appointments cost the NHS £160 each. The total wasted because of patients not turning up runs at around **ONE BILLION POUNDS** a year or put another way the cost of all MRI scans and x-rays in the UK for a whole year!!

Ready for Christmas?



Don't forget to order your medication in time, so you don't run out over the holiday period.

The practice will close at 6.30pm on Wednesday 24th December 2025 and re-opens on Monday 29th December 2025 at 8.00am

The practice will be closed on Thursday 1st January 2026 and reopens on Friday 2nd January 2026

Check our website for pharmacies open during the festive period.

Thank you....

from the Marie Curie Nursing Service.

Representatives recently spent a morning in the surgery and were delighted with the response from patients. During their visit, £156.24 was raised to help support their work. The cash will pay for seven hours of nursing care for cancer patients.

You said...we did

There's been a couple of tweaks to the telephone system at Dawley Medical, thanks to patient feedback.

If you are telephoning to tell us of a bereavement, you no longer have to wait in the telephone queue. Selecting option 5 will get you straight through to the admin team who will be able to help you.

For patients receiving palliative care, select option 6 and the call will be answered as a priority. Selecting these options other than for bereavement or palliative care reasons will result in the call being returned to the main queue.

Meanwhile thank you to everyone who filled in a Friends & Family card. Results for November show 96% of patients who took the survey would recommend the Practice.

Repeat Medication

A reminder that the Prescription Ordering Direct service finally closed for business last month. Patients can now order their repeat medication in the following ways: -

Order online using the NHS App or Patient Access (if you need more information, the staff on reception can help you register)

or

By phoning 01952 630500 and selecting option 2

or

By sending an e-mail to

stw.dawley.prescriptions@nhs.net

Please allow 72 hours (three working days) for the script to be sent to your nominated pharmacy.

Any request received after 3.00pm will not be processed until the next working day. Requests can be made up to 7 days in advance. If you ask more than a week in advance, please explain why (e.g. going on holiday). If you don't give a reason your request may be delayed or refused.

Thirty-one and half million!

That's how many telephone calls were made to GP practices across the UK in October. The figures show that 57.9 per cent were answered within 2 minutes with just under 7 per cent of all calls being made between 8 – 10 am on a Monday morning.

Non-NHS Work



A reminder that GPs do not have to carry out work that does not come under the NHS. This includes things like To Whom It May Concern letters, completing holiday insurance forms, adoption and fostering medicals and taxi & HGV medicals. These are classified as private work and practices can charge a fee. A list of the recommended charges is available from reception website. Private referral letters are free. The patient finds their own consultant, books an appointment then passes the details on to the practice secretaries who will prepare the letter.

The GPs will NOT do the following: -

- Sign passport forms
- Letters in support of Blue Badge applications
- Letters re bus passes

If medical information is required by the DVLA, the DWP or Jobcentre Plus, the agency will write directly to the practice for a report. This will be completed by a GP but please bear in mind the practice has 30 days to complete a request. This is because the doctor has to go through the patient paper file as well as their computer record. Signing an inaccurate report can have serious consequences for the GP. This work can be very time-consuming and must be done in addition to their usual NHS duties.

Booking Online



Since October all GP practices in England are required to offer directly bookable appointments through their practice website or the NHS App. Online booking is on offer at Dawley Medical for certain types of appointment which do not require triage by a clinician. This includes things like flu jabs, cervical smears, and annual monitoring checks for patients with long term conditions like diabetes and respiratory conditions. Eligible patients are sent a text message from the practice with a link to book their own appointment. The data shows this is working well – take up is good and there are very few missed appointments. Experience over the years shows many other appointments do require triage by a clinician. This can be for many reasons – inappropriate booking, to avoid wasted slots or even that a problem is more serious than the patient realises!

Finally



Best wishes for a Merry Christmas and a Happy and Healthy 2026 from everyone at Dawley Medical Practice.