



Happy New Year

We wish you all a

Happy and Healthy

2020

# Message from Dr Kieran McCormack

Recently there has been an unpleasant altercation over who arrived first to morning surgery. Just for clarity, the arrangement is that booking in for morning surgery is done on first come first served, and we stipulate that this means the first person through the door of the premises. We cannot accommodate claims of having arrived first at the car park.

The walk-in surgery is obviously very popular and has worked successfully for well over 30 years without any reports of disputes. In fact people often show generosity and selflessness by letting older or apparently unwell people to book in first.

If we are unable to continue to run the surgery on a fair and acceptable basis, we would then be obliged to follow other surgeries by making the surgery an appointment only surgery.

We will not tolerate individuals being aggressive or intimidation to our patient. I trust that this is acceptable to all.

Kieran McCormack

# Annual Health Review

Many of you will have an annual health review with Julie which we align with your birthday month so it is easier for you to remember when it is due.

Please phone the practice in your birthday month to book an appointment for your annual review. This is usually a blood test, then a follow up appointment for the review and results 7-10 days later.

You do not have to wait for us to phone you to remind you this is due, it would be very helpful if you could phone and ask to book your “annual health review”.

If you are unsure if you are entitled to this please ask a member of the team who will be happy to advise.

# GP Extended Hours in the Shrewsbury Area

A service has been set up to enable patients to make a routine appointment to see a GP or nurse in the evening between 6-8pm and at the weekends.

Many practices across Shropshire are offering this service.

Worthen Medical Practice is part of a group of practices in the Shrewsbury area who are offering this service to their patients.

If you would like to book a routine appointment later in the evening or at the weekend please ask at reception.



# GP National survey for 2019

As you will see Worthen Medical Practice consistently achieved a high satisfaction score. In nearly all areas surveyed our score was higher than the National average and higher than the Shropshire average.

All the staff are dedicated to providing the best possible service and are very proud of the results and that year on year we can continue to score highly in this patient survey.

If you have any comments on the surgery results or areas where we can improve further please let us know.

Many thanks for your support.

Please find a copy of the survey in the waiting room for you to read

Don't forget to have your  
**5 a day**



# Getting your 5 a day on a budget

- ✓ Buy loose fruit and veg rather than pre packed, this can be as little as half the price
- ✓ Replace morning and afternoon snacks with a piece of fruit, less than half the price of most chocolate bars.
- ✓ Don't throw away vegetables that are about to go out of date. Use them in stews, soups and casseroles, which you can freeze and eat another time
- ✓ Fruit and vegetables are often cheaper at your local street or farmers' market
- ✓ Fruit and vegetables are usually cheaper if they're in season. You can find what's in season at the [Love British Food website](#)

# THE FOOD PYRAMID

