

Wychbury Medical Group

Newsletter—Summer 2025



WYCHBURY
MEDICAL GROUP

What happened in 2024?

Here is a little summary of all that went on here at Wychbury Medical Group in 2024:

- ◆ 1,754 new patients were registered with us—bringing our total list to 22,687 as of 31.12.24, which is an increase of 353 since the end of 2023
- ◆ We delivered 123,157 appointments:
 - ◆ 66% of these were face to face
 - ◆ 24% were telephone calls
 - ◆ 3% home visits
 - ◆ 7% were conducted online
- ◆ Overall 129,084 calls were answered with an average queue time of 5 minutes
- ◆ Within our administrative team we processed:
 - ◆ 75,698 acute and 399,833 repeat medication issues
 - ◆ 7,160 routine, 923 urgent and 1,002 Two Week Wait referrals were completed
 - ◆ 658 medical reports were completed.
- ◆ Our Friends and Family feedback results show that on average 94% of our patients would recommend us following their contact with the surgery
- ◆ Online requests have been very popular:
 - ◆ 14,914 repeat prescription requests were received via our website
 - ◆ 2,659 requests for a repeat sick note were received
 - ◆ 898 'Get Help for Any Health Problem' forms have been completed since they were introduced in October.

Greener Practice Bronze Award

We are proud to announce that in 2024 we achieved the Greener Impact for Healthcare Bronze Award.

In order to gain this we had to accumulate points based on various aspects of environmental sustainability including waste reduction, energy conservation and promoting sustainable practices amongst staff and patients.

We will now be working towards gaining the Silver Award.

All staff have also now completed an online training module on Building a Net Zero NHS—this looked at what impact we have on the environment as a healthcare provider and what steps can be taken to reduce this impact.

Cervical Screening Awareness

This year Cervical Screening Awareness Week ran from 19th-24th June.

Every year 3,200 women are diagnosed with cervical cancer. But this can be treated and cured, especially if caught early. This is why Cervical Screening is so important.

There has been a change in the recall schedule for those under 50—previously recall was every 3 years, but this has not changed to every 5 years for those with a negative result history.

If you are due or overdue your cervical screening please contact the surgery to book an appointment, or you can book via Online Services—NHS App or Patient Access.



Greener
Practice

Black Country Foodbank Collection

As part of celebration of Black Country Day—14th July—we were taking donations from staff and patients for Black Country Foodbank.

There was also a raffle, the proceeds from which also were donated to the Foodbank.

Thank you to all who donated food and supplies for this excellent cause—together we have hopefully helped make a real difference for local families in need.



Carers surgery

On June 5th a drop in clinic for carers at Cradley Road Medical Practice was hosted in collaboration with our Social Prescriber Charlotte, Care Co-ordinator Louise and the Carers Hub. This was aimed to help provide resources, guidance and connections to essential service to help both those who are providing care and those being cared for.

This was a fantastic success with a packed out practice of those looking for guidance and the team would like to thank all who took time to attend or helped out with the event.

If anyone was not able to attend this event, requires further support or has further queries Charlotte and Louise can be contacted via the practice. The Carers Hub can also be contacted by calling 01384 818723—further details about the support they offer can be found on the Dudley Council website.

The team are looking to do more events such as this in the future at our other sites, so these will hopefully be able to cater for those who were unable to attend this time.

NHS App

The NHS App is increasingly being used both by GP surgeries and by Hospitals to communicate with patients.

Any bulk messages that are sent by the practice are sent via the App by default—but will be converted to a text message if they are not accessed within a specific time period or cannot be delivered. This is now also the case for a lot of communications from the hospital and more recently this has extended to recall for cervical screening from the central service.

As of the end of 2024, 49% of our patients were already registered with the NHS App. We encourage those who do not currently use the App to sign up for it as it is being increasingly used throughout the NHS.



Get help for any health problem

Back in October 2024 we launched our online 'Get Help for Any Health Problem' form. This form is available for patients to request a non-urgent appointment with the surgery via our website without having to call the surgery.

These forms are triaged by a clinician and then you are offered an appropriate appointment or directed to the most suitable service.

To date we have received over 3500 of these online submissions and when we did a recent survey to gauge feedback from this service there was a very positive response with 86% of users reporting that they were very happy with the speed of the response received.

We hope that the use of this form continues to help people gain access to the required medical help.