



## Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2025

### In this edition:

- Appointments
- Marie Curie update
- What is the PPG?
- Meet the Practice team
- POD Closure
- PCN
- Call back
- NHS App checking results

## From the Patient Participation Group (PPG)

The PPG Patient and Practice representatives along with the Practice Staff wish you all a very warm welcome and hope you have been able to enjoy the lovely summer we have experienced this year, which has been a nice surprise. We have great pleasure in presenting you with our third Newsletter, and once again send our sincerest thanks to all those involved in both contributing and producing it.

We hope the Newsletter continues to provide you with information that you find both interesting and informative and we continue to welcome any constructive feedback on how we can continue to improve it.

## What does the PPG do and would you like to be involved?

The PPG Patient and Practice members work closely together discussing non-medical items raised by patients that helps to continually improve the efficiency and effectiveness of service the Practice provides.

To do this the Patient committee members formally meet with the PPG Practice representatives every 2 months. The Practice representatives include a Doctor who is a partner in the surgery, the Practice Manager and 2 Teams' Managers, demonstrating the importance of the PPG to the Practice.

Each meeting is 1 hour long with 3 being held from 12.00 to 13.00 and 3 being held from 16.00 to 17.00 alternately throughout the year. We also stay in communication with the Practice members between meetings usually via email to discuss any current points raised.

## How can I become a member?

We are constantly looking for patients aged 16+ who would like to become actively involved as committee members in order to get as wide a representation from our patient base as we are able. If you think you would like to become a PPG member, please send an email direct to the PPG Secretary at [charltonmpcppg@gmail.com](mailto:charltonmpcppg@gmail.com) or alternatively leave your contact details at the surgery reception desk and we will send you further information.



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Newsletter  
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### **We're excited to announce that our practice has joined the Wrekin Primary Care Network (PCN)**

#### **What is a Primary Care Network?**

A Primary Care Network (PCN) is a group of local GP practices working closely together, along with other healthcare professionals and community services, to improve healthcare for our patients.

#### **Why does this matter for you?**

By being part of the Wrekin PCN, our practice can:

- **Improve coordination of care** – working hand in hand with other providers to make services more joined up and efficient.
- **Focus on patient needs** – tailoring services to support people with complex health needs and improving access to the right care at the right time.
- **Engage with the community** – partnering with local health and wellbeing services to ensure care is responsive to the needs of our population.

Joining the Wrekin PCN means more opportunities for us to offer enhanced services, improve access, and deliver the best possible care for our patients.

We are excited about this new chapter in the Charlton Medical Practice journey. Joining the Wrekin PCN does **not** mean we are merging with other practices. We remain an independent GP practice. What it does mean is that we'll have access to additional resources and services, helping us drive improvements, extend the care we can offer, and better meet the needs of our patients.

We look forward to working closely with you, our patients, as we bring about improvements and positive changes. Your experience and views are important to us, and we welcome any constructive feedback you may have as we navigate this period of growth and development.

**Carrie Anne Wood**  
**(Practice Manager)**



## Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2025

### Good News – a reduction in wasted appointments

In our last newsletter, we shared some data on wasted appointment time when patients were unable to attend but did not cancel, and how this affects availability for others. We are pleased to let you know that the number of missed appointments has started to come down. Thank you to everyone who is helping us by cancelling in advance if they cannot attend.

Our practice has a strict DNA (Did Not Attend) policy, which is in place to make sure appointment capacity is used as fairly and effectively as possible. By working together, we can ensure more appointments are available for everyone who needs them, especially as demand for our services continues to grow.

### Number of missed appointments since the start of the year

Month	DNAs
January	221
February	173
March	150
April	130
May	113



### How to cancel an appointment

If you need to cancel an appointment, please either ring us on **01952 620138**, or better still, cancel it from your text message booking reminder or on the NHS App.

### Meet Samantha While – Teams Manager

Samantha While is one of our Teams Managers here at Charlton Medical Centre. She joined Charlton in April 2024 to support the smooth running of the Admin and Reception departments.

Samantha began her NHS career with Shropshire Community Health Trust (Shropcom), working in the Telford Musculoskeletal Service, where she progressed from Healthcare Administrator to Supervisor. Eager to continue developing her skills, Samantha then moved



## Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2025

to The Shrewsbury and Telford Hospital (SATH) as an Assistant Admin Manager, before taking on an exciting new challenge here at Charlton as Teams Manager.

She now works part-time to support a healthy work-life balance and loves working closely with our teams – helping them grow, develop, and provide the best possible service for our patients.

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## Did you know you can request a call back when booking an appointment?

When you phone and join the call queue, instead of waiting on hold, you'll be offered the option to request a call back.

Call backs are available:

- **8:30am – 11:59am**
- **2:00pm – 4:59pm**

A member of our team will then return your call during these times.

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## Good news – Marie Curie thank you



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## POD Prescription Ordering Direct Closure

We have now received confirmation that the POD (Prescription Ordering Direct) will sadly close with effect from 28th November 2025. From now, POD incoming calls will be restricted to 8:00am – 4:00pm. Charlton patients will no longer be able to use the **POD after 21st November 2025**.



## Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2025

Please see information on how to order your prescription from Charlton Medical Centre.

- Paper script in the green box in the foyer
- Online via NHS APP/ PATIENT ACCESS
- Form Manager via the website



### How to log onto the NHS App?

By logging into the NHS App, you can access your health information quickly and securely. The NHS App is free to download on all Apple and Android devices.

Here's how: Download the app onto your phone.

#### Apple devices

Apple devices include all iPhones and iPads.

1. Open the App Store. The app store is an app on your device.
2. Select the Search icon in the bar at the bottom of the page.
3. Type NHS App in the search bar at the top of the page and press the Search button on your keyboard. The NHS App will be at or near the top of the search results. The NHS App has an image of the NHS logo.
4. Select Get to download the App. You may have to enter your Apple account password.

#### Android devices

Android devices are all devices that are not iPhones including all Samsung Galaxy, Google Pixel and Doro.

1. Open the Play Store app
2. Select the Search icon in the bar at the bottom of the page.
3. Type NHS App in the search bar at the top of the page and select the magnifying glass icon on your keyboard. The NHS App will be at or near the top of the search results. The NHS App has an image of the NHS logo.
4. Select Install to download the App. You may have to enter your Google account password.

#### Register for an account and verify identity

##### Create an NHS login

After downloading the NHS App and opening it for the first time, you will need to create an NHS login. This is your NHS account. You need to be registered with a GP to do this.

You can use these details to access the same information on a web browser as well as the NHS App.

1. Enter your email address and select Continue.
2. If you do not have an NHS login set up with the email address you entered, you will be





## Charlton Medical Practice Patient Participation Group

Newsletter  
Sept 2025

- asked to create an account. Select Continue.
3. Create a secure password and type it into both boxes. Select Continue.
  4. Accept the NHS login terms and conditions.
  5. A security code will be sent to your email. Enter this code into the NHS App when asked.
  6. Enter your mobile phone or landline number.
  7. A security code will be sent to your phone. Enter this code into the NHS App when asked.
  8. Select Yes if you know your NHS number and Continue. If you do not know your NHS number, select No and Continue; then enter your name and select Continue, enter your date of birth and select Continue, then enter your postcode and select Continue.
  9. Accept the conditions of use – the NHS App uses the most advanced safety standards to protect you and your information.

Once you have an NHS login you can use some features of the NHS App, such as the NHS service finder and Health A to Z. You need to verify your identity before you can book GP appointments and see your health record.



### Joke Corner

**Patient:** Doctor, doctor! I've just swallowed a roll of film!

**Doctor:** Come back tomorrow and we'll see what develops!

#### Quote of the week

"Autumn is my favourite season because it's full of fun, colourful leaves and cool breezes!" -  
Unknown

#### Joke of the week

How do you mend a broken pumpkin? Use a pumpkin patch!