



Charlton Medical Practice Patient Participation Group

Newsletter
September 2026

In this edition:

- How to join PPG
- Test results
- Welcome
- Prescription Changes
- Spotlight – meet Dr O'Toole
- Surgery Screen Slides
- Flu Clinic
- New staff update

Welcome to all our patients from the PPG Patient and Practice Representatives

Can you remember the wet and soggy winter and spring we experienced earlier this year? Well, perhaps surprisingly we were treated to such a wonderful summer. We hope you were able to make the most of the sunshine and enjoy some time outdoors with family and friends.

We're delighted to share our latest newsletter with you and hope you continue to find it both informative and interesting. Previous editions can be found on the Charlton Medical Centre website, and hard copies are also available on our PPG noticeboards in both the upstairs and downstairs waiting areas of the surgery.

A big thank you to everyone who has contributed their time, ideas and effort to help produce this newsletter. We always appreciate hearing from our patients and would love your feedback on how we can make future editions even better.

If you have any comments, suggestions or ideas, please email the PPG Secretary at **charltonmpcppg@gmail.com** or leave a note in the suggestion box at Reception.

Thank you for your continued support, and we hope you enjoy reading this edition.

Surgery Screen Slides and PPG Drop-in Table

You may have noticed that we've recently refreshed the two PPG slides displayed on the TV screens in our waiting rooms. We're also exploring the addition of a third slide in the New Year, which will provide a short visual and spoken introduction before the existing slides. Keep an eye out for it and let us know what you think.

We have also held two PPG drop-in sessions in September 2026, one in each waiting room. These sessions gave patients the opportunity to meet PPG members, share their experiences, discuss aspects of the service that matter to them, and suggest ideas for improvement.

The feedback and conversations were extremely valuable, and we hope to run further drop-in sessions in both Spring and Autumn 2027. If you see us at one of these events, please do stop by for a chat. We'd love to hear your thoughts, answer any questions, and learn more about what matters most to you.



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Would you like to be involved in the PPG and become a Patient Member?

If you're interested in becoming a PPG member, please email the PPG Secretary at **charltonmpcppg@gmail.com**. Alternatively, you can leave your contact details at the surgery reception desk, and we'll get back to you with more information.

Urgent Prescription Requests

What is changing?

From the 1 September 2026, Charlton Medical Centre will no longer provide same-day or urgent repeat prescriptions because medication has been ordered too late.

The NHS already provides an Emergency Supply Service through NHS 111 for patients who unexpectedly run out of their regular medication.

What patients should do:

- Order repeat medication up to **7 days in advance**.
- Check they have enough medication before weekends and bank holidays.
- Use the NHS App, online services, and nominate a pharmacy.

Flu Vaccination Drop-in Clinic

Our annual flu vaccination drop-in clinic will take place on **Saturday 3 October, from 9.00am to 2.00pm**. No appointment is needed, so you can simply come along during the clinic hours.

The clinic is open to all patients aged **65 and over**, as well as patients aged **18 and over who are clinically eligible** for a free flu vaccination. If your medical records show that you qualify for a free NHS flu jab, you are welcome to attend.

Please note that **children will not be vaccinated at this clinic**.

If you are feeling unwell on the day, we kindly ask that you do not attend. Thank you for helping us keep everyone safe.



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Telephone System - Option 5 has been introduced for test results 15:00 to 17:00 only

To help improve access to our telephone services, we now have a dedicated telephone line for patients calling about test results.

This change has been introduced to reduce pressure on our main phone lines, particularly during our busiest periods at 8.30am and 2.00pm. By keeping these times available for patients who need same-day assistance, our team can respond more quickly, arrange appropriate appointments, and help reduce waiting times for everyone.

If you are calling for test results, our reception team will direct you to the dedicated test results line. We appreciate your understanding and patience as we continue to make improvements to our services and ensure patients can access the right support as quickly as possible.

Spotlight - Meet Dr Mark O'Toole MB BS DCH DRCOG – registered 1994

Dr O'Toole has been a GP since 1998. He began his career in Tiptree, Essex, which is well known for its famous jam, before moving to the Telford area in 2003. After working locally for a number of years, he joined the practice in November 2016.

Alongside caring for patients, Dr O'Toole has a particular interest in medical student education, joint injections, and staying up to date with local and national NHS developments. Outside of work, he is married with three children and is a passionate supporter of Aston Villa, proudly following the claret and blue, also enjoys playing Golf and trying hard to get his handicap down below 19.

Good News – New Team Members

We are delighted to welcome several new members of staff to the Charlton family. Joining the team are **Laura, our new Teams Manager, Woody, our Paramedic, Adele, our Nurse**, along with **three new Administration and Reception Clerks**. Their skills, experience, and support will help us continue to provide the best possible care and service for our patients. If you see any of our new team members around the practice, please join us in giving them a warm Charlton welcome.



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Joke Corner

Patient: Doctor, doctor! I think I'm a calendar.

Doctor: Well, your days are numbered!

Did you know?

Climate change is causing flowers to change colour

Quote of the week

"Life is short, eat dessert first" - Jacques Torres

Joke of the week

What did the tomato say to the other tomato during a race? Ketchup.