



Tenbury Surgery

34 Teme Street, Tenbury Wells WR158AA
Brunswick House, Clee Hill, Ludlow SY8 3NE

Issue #1, Summer 2025

S U R G E R Y

NEWSLETTER

Welcome to Tenbury Surgery– Your Local GP

In this seasonal newsletter, we'll share updates from the practice, important information about our services and our plans to continue providing you with the best care in Tenbury Wells and Clee Hill.



Extension Updates

We're excited to give a sneak preview of how our new extension is coming along, as well as updates on its finish date and the new rooms.

Behind the Scenes

Get an exclusive insight into the day in the life as a receptionist at the surgery.

NHS Health Checks

A new clinic we are running which aims to offer health checks to patients between 40-74 years of age. These checks assess Cardiovascular risk and offer guidance for healthy living.



☎ 01584 810 343

🌐 www.tenburysurgery.co.uk

👤 tenbury.reception@nhs.net



Tenbury Surgery

34 Teme Street, Tenbury Wells WR158AA

Brunswick House, Clee Hill, Ludlow SY8 3NE

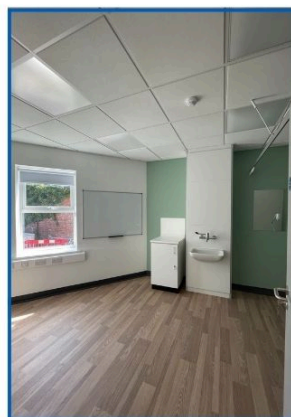
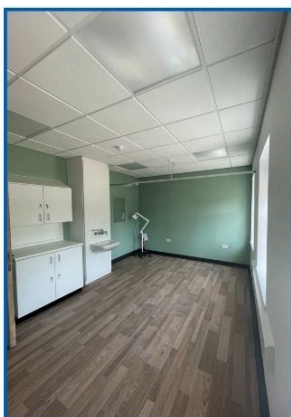
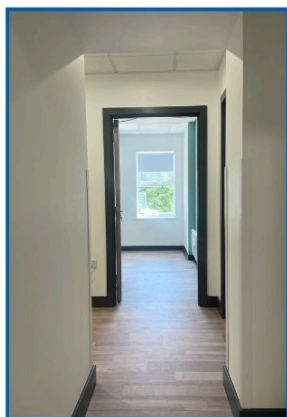
S U R G E R Y

NEWSLETTER

Extension update – Nearing Completion



We're pleased to share that our extension is nearly ready and on schedule to be completed by the end of May. Work began in October, and with the building work in its final stages, we're now awaiting the arrival of new furnishings and equipment. This expansion brings much excitement to the practice, as it will allow us to move services back that were temporarily relocated off-site and provide additional space for clinical training. We're looking forward to welcoming you into these new facilities and continuing to provide the best care for our community.



☎ 01584 810 343

🌐 www.tenburysurgery.co.uk

👤 tenbury.reception@nhs.net

Behind The Scenes– Reception

A day in the life of an receptionist at Tenbury Surgery is both dynamic and demanding. The day typically begins around 7:30 am, with our receptionists arriving early to prepare the practice for the day ahead. This includes unlocking the building, setting up computers, and ensuring all necessary equipment is ready. By 8:00 am, the phones begin ringing, and the reception team starts booking appointments, answering queries, and managing patient requests. Given the practice's patient list of approximately 9,500, the receptionists play a crucial role in managing the flow of patients and ensuring that the practice runs smoothly.



Throughout the day, our receptionists juggle various tasks, including processing repeat prescriptions, handling patient registrations, and coordinating with clinicians for home visits or follow-up appointments. They also manage the waiting area, ensuring patients are seen promptly and in a safe environment. In the afternoon, the team continues to handle a high volume of phone calls and patient interactions, all while maintaining accurate records and adhering to practice protocols.

As the evening sets in, the reception team at Tenbury Surgery gears up for the final phase of the day. Enhanced Access appointments are available until 8:00 pm on weekdays, providing patients with flexible options for consultations during these extended hours. Once face-to-face appointments are completed, the receptionists diligently close the practice, following a checklist to ensure all tasks are completed. This includes securing the premises, preparing the building for the next day.. Their commitment to maintaining a safe and efficient environment reflects their dedication to patient care and the smooth operation of the practice. Even as the building quiets down, the reception team remains a vital part of the healthcare experience, ensuring that Tenbury Surgery continues to serve its community effectively.



Tenbury Surgery

34 Teme Street, Tenbury Wells WR158AA

Brunswick House, Clee Hill, Ludlow SY8 3NE

S U R G E R Y

NEWSLETTER

NHS Health Check Clinic

Over the next month or so, we will be inviting eligible patients to visit the surgery for a new health check clinic. These routine checks are free check-ups of your overall health. It can tell you whether you're at higher risk of getting certain health problems such as heart disease, stroke, diabetes and kidney disease. During the check-up you'll discuss how to reduce your risk of these conditions. If you're aged over 65, you'll also be told about symptoms of dementia to look out for.

Who is the NHS Health Check for?

The check is for people who are aged 40 to 74 who do not have any of the following pre-existing conditions:

- heart disease
- chronic kidney disease
- diabetes
- high blood pressure (hypertension)
- atrial fibrillation
- transient ischaemic attack
- inherited high cholesterol (familial hypercholesterolemia)
- heart failure
- peripheral arterial disease
- stroke
- currently being prescribed statins to lower cholesterol
- previous checks have found that you have a 20% or higher risk of getting cardiovascular disease over the next 10 years

What happens at an NHS Health Check?

Your NHS Health Check will be done by either a nurse or HCA. The check takes about 20 to 30 minutes and will include:

- measuring your height and weight
- measuring your waist
- a blood pressure test
- a cholesterol test, and possibly a blood sugar level test, which is usually a finger-prick blood test
- a blood test

You'll also be asked some questions about your health including whether any of your close relatives have had any medical conditions, if you smoke, and how much, if you drink alcohol, and how much, and how much physical activity you do. Your age, gender and ethnicity will also be recorded.