



Christmas Opening

Wednesday December 24th 8am—6.30 pm

Thursday December 25th—CLOSED

Friday December 26th—CLOSED

Monday December 29th—8am—6.30 pm

Tuesday December 30th—8am—6.30 pm

Wednesday December 31st—8am—6.30 pm

Thursday January 1st - CLOSED

Friday January 2nd—8am—6.30 pm

Outside of opening hours please use 111 for advice and 999 for emergencies

Think Pharmacy First

Pharmacists can suggest treatments that do not need a prescription for a range of conditions. Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
 - earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
 - shingles (aged 18 years and over)



The NHS App gives you a simple and secure way to access a range of NHS services. Book and manage your appointments, request medication and view your health information from your smartphone, tablet, or computer—for more information visit <https://www.nhs.uk/nhs-app/about-the-nhs-app/> or click the logo to download the app.



Online Requests Update

Routine appointment ? If you need help with a non-urgent medical or admin request, you can now contact us online and avoid the phone queue.

Visit our website at [Severn Fields Medical Practice - Severn Fields Health Village, Sundorne Road, Shrewsbury, SY1 4RQ](#)

‘Submit a New Request’

You can request routine GP, nurse or other clinical appointments

Request medication, referral updates or routine screening

Once your request is received, we will acknowledge receipt and the team will get back to you with the next steps, depending on your query, usually within three days

Please continue to call us if you think you need to be seen on the same day or require urgent/same day help

Patient Feedback

Since August, we have received 7108 requests from patients online

And 9,723 requests over the phone

That is 133 appointment request per day on average

Please consider using the online form to allow us to process calls for urgent queries faster

The online requests process allows us to free up staff and this has increased our clinical appointments in the practice by 39% compared to 2024



The Practice DNAs (Did Not Attend) rate has dropped from 10% to 8%

Thank you to all our patients who cancelled unwanted appointments!

You can cancel by

- 1. Reply to your reminder text with CANCEL**
- 2. Using our check and cancel facility when you telephone 01743 281950—no need to wait in the queue—this service is fully automated**
 - 1. Telling reception staff, either face to face or over the phone.**



Patient Participation Group

If you'd like to find out more and offer the practice feedback on improvements and changes, please consider joining our Patient Group contact us via sfmp.manager@nhs.net to register your interest