



**Boughton**  
MEDICAL GROUP

Boughton Health Centre  
Hoole Lane  
Chester

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Winter Edition  
2019

## Staff Updates

We are pleased to announce, after a successful recruitment campaign, that we have a new **Practice Nurse** joining the clinical team. **Kate Dodd** is starting her induction programme on Monday 2<sup>nd</sup> December and will be working 4 days a week. Kate's background is within the Stroke Unit at the Countess of Chester so will be bringing a breadth of knowledge and experience to this role.

**Caroline Gerrard** has also been appointed as our **Network Operations Coordinator**, Chester East Network (ourselves and our three local GP practices, Upton Village Surgery, Park Medical Centre and Heath Lane Medical Centre). Caroline will be working closely with the current Clinical Director, Dr Annabel Jones and the Network Operations Director, scheduled to be our Practice Manager Rachel Kennouche from January-March 2020. Caroline has extensive senior management and project management experience in the finance world and has worked for NHS England at the Countess of Chester Hospital for the last year as MDT Co-ordinator.

## Charity Campaigns

### In Autumn the practice raised:

- £243.35 during the **Macmillan Coffee Morning** on Friday 27th September



- £30 when the Admin Team participated in the "**Wear it Pink**" Campaign on Friday 18th October

### During the winter months we will be supporting the following charities:

- £42.50 was raised by the admin team for **Children in Need** on Friday 15<sup>th</sup> November when some team members wore something spotty, yellow or furry in honour of Pudsey Bear. Full details of the charity may be found at [www.bbcchildreninneed.co.uk](http://www.bbcchildreninneed.co.uk)

**Save the Children Christmas Jumper Day** is on Friday 13<sup>th</sup> December and we will be wearing Christmas Jumpers to raise money for a worthy cause. Further details of the event may be found at the following website [www.savethechildren.org.uk/christmas-jumper-day](http://www.savethechildren.org.uk/christmas-jumper-day)





## Flu campaign

***There is still time to get your flu jab*** – if you have received an invitation or believe that you are eligible please phone us to book an appointment. You can also ask during your long term condition review or clinical appointment.

Children and young people aged 2-18 will receive a nasal vaccination. Please note all children aged 4-9 will automatically be offered the vaccine at school.

## Appointment Cancellations

During October **176 patients failed to attend their appointment.** This equates to over **29 hours of wasted clinical appointments that could have been offered to other patients.** This consequently means **£5,280 of NHS resources being wasted.** Missed appointments not only cause financial impacts for the NHS, but these freed appointments can then be offered to those who need them.

**Please kindly cancel unrequired appointments in a timely manner by telephone, on-line or text.**

## Evening or Weekend Appointments

Are you aware that you can pre book routine **GP and Nurse Appointments** up to 2 weeks in advance during evenings and weekends?

The **Extended Hours Service** is situated at various locations in Chester and Cheshire including a clinic at the Countess of Chester Hospital with **Free Parking** and easy access.

Extended hours appointments offer greater flexibility that may suit your individual needs and include **GP, Nurse, Dressings, Phlebotomy and Physio First Appointments**, all of which may be booked by contacting us at the surgery or calling the service directly on **0300 123 7743**.

**Extended hours Service clinics times are:**

- Monday – Friday 6.30pm – 9.30pm
- Saturday & Sunday 9am – 6pm
- Bank Holidays 9am -2pm

***\*\*opening times may vary at individual locations\*\****



## **Letter of Consent**

Please be advised that in order to allow us to discuss medical matters, results or anything regarding contact you have with us at Boughton Medical Group with anyone else, please kindly complete a 'Letter of Consent Form' that may be collected from the front desk. Upon completion, please bring this back into the Practice and we will gladly action accordingly.

## **Patient Access**

Did you know that appointments with a GP, Nurse Prescriber or for a blood test are all available to book on line? Patient Access is a secure online portal that allows you to access information and perform tasks that are usually carried out in person or by calling the practice, such as booking appointments, viewing medical records and test results or hospital letters.

You can also order repeat medication, which can be sent to a nominated pharmacy of your choice from your tablet, laptop or smart phone.

Further information about this online service can be found at [www.patient.info/patient-access](http://www.patient.info/patient-access) or via our website, [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) where you can register for Patient Access by downloading and completing the Medical Records Viewer request form. Alternatively, you can request the form at the front desk. For security reasons, two forms of ID are required and this service can only be offered to patients over the age of 16.

## **Free Mental Health Support - Online**

SilverCloud is a new self-referral portal to access treatment from the Primary Care Mental Health Team for anxiety, depression or stress from life events.

If you are experiencing any of these conditions and are not currently receiving treatment from your Mental Health Team, you may register by following the link below for secure immediate access to online supported CBT (cognitive behavioural therapy) programmes, tailored to your specific needs.

For more information please visit:

[westerncheshireiapt.silvercloudhealth.com/signup](http://westerncheshireiapt.silvercloudhealth.com/signup)

## **Staff Training Dates**

The surgery will be closed from 12pm – 5pm for staff training on the afternoons below and there will be no access to the GP Practice during this time. If you require urgent medical assistance please contact NHS 111, which is free from landlines and mobiles. If you have a life threatening medical emergency please dial 999.

**Tuesday 17<sup>th</sup> December**

**Wednesday 29<sup>th</sup> January**

**Thursday 27<sup>th</sup> February**

Appointment bookings, ordering prescriptions and test results are still available to those patients with on-line patient access whilst the Practice is closed. Patients with appointments at Community Clinics can access the building via community reception.



## **Practice News**

### **Annual CQC Review**

We are delighted to inform you that we have passed our annual Care Quality Commission telephone review with flying colours! All team members were involved with the preparations and we will continue to work together to maintain our standards. We will continue to have annual telephone reviews followed by a visit within 5 years from our last inspection in October 2016.

### **Christmas Surgery Closures**

The surgery will be closed on **Wednesday 25<sup>th</sup> December, Thursday 26<sup>th</sup> December and Wednesday 1<sup>st</sup> January 2020**. If you need medical attention/advice over the festive period while we are closed, please contact NHS 111 by ringing 111.

Please allow at least 2 working days for processing your pre-Christmas or New Year prescription requests and submit any requests by **Friday 20<sup>th</sup> or 27<sup>th</sup> December at the latest, to guarantee your medication by Tuesday 24<sup>th</sup> or 31<sup>st</sup> December**.

## **Patient Participation Group (PPG)**

The Boughton Health Centre Patient Participation Group meets twice a year to provide a forum for discussion about the practice. If you are a patient at Boughton Health centre, aged 16 years or over, and feel you can offer a positive contribution to how we can improve the services, please sign up via our website [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) or speak to the Practice Manager for more information.

The Practice's Patient Participation Group (PPG) has an active virtual email group to make it easier for patients to discuss matters relevant to the practice. Should you join you will receive copies of contributions made by other members and will be able to contribute or start topics yourself. If you would like to join the group please email [boughtonppg@gmail.com](mailto:boughtonppg@gmail.com) asking to join the group, your name and email address will then be added to the group.



## NHS Urgent Dental Clinics

Urgent appointments are available for patients needing dental treatment, advice anon dental queries or referral to other services. This service is of particular importance during the Christmas period when Dental Practices are closed.

The helpline number is **0161 476 9651** - 9am to 9.30pm daily, including weekends & Bank Holidays.

## Self Care

A question you may be asking yourself is 'I don't feel very well...how long should I wait before I need treatment?'

Most common ailments such as colds, a sore throat, cough, sinusitis or an ear infection **can't** be treated with antibiotics. NHS West Cheshire CCG has advised to rest, drink plenty of fluid, take some painkillers and have a chat with your pharmacist for advice on relieving your symptoms that should clear within the following timescales:



**For further self-care advice and recommendations – please speak to your pharmacist.**



**Keep Warm  
Keep Well**



Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- disabled people
- pregnant women
- people who have a mental health condition

If you are 65 or over, or in one of the other at-risk groups, see a pharmacist as soon as you feel unwell, even if it's just a cough or a cold. Pharmacists can give you treatment advice for a range of minor illnesses. They will also tell you if you need to see a doctor.

The sooner you get advice, the sooner you are likely to get better.

## **EU Exit – NHS/Department of Health and Social Care (DHSC) Support & Information**

### **Supply of medicines & prescriptions**

Contingency plans are in place to ensure the continued supply of medicines and other medical products. Please keep ordering repeat prescriptions and taking medicines as normal. It's very important you don't order more medicines than normal. If you do, then it may mean that other people won't be able to get their medicines.

You can read more about getting medicines if there's a no-deal EU Exit here:

<https://www.nhs.uk/conditions/medicines-information/getting-your-medicines-if-theres-no-deal-eu-exit/>

### **Healthcare abroad**

The NHS.uk website is being regularly updated with information on the healthcare arrangements with individual countries. Please click here for further information (and check the relevant country guide if you are traveling to the EU after exit)

<https://www.nhs.uk/using-the-nhs/healthcare-abroad/healthcare-when-travelling-abroad/travelling-in-the-european-economic-area-eea-and-switzerland/>

**To find out more** visit <https://www.gov.uk/brexit>

The EU Exit website contains detailed information on how individuals can prepare for the EU Exit, including if you have a business or are an EU national living in the UK.