



NEWSLETTER - AUTUMN 2020

For NHS information & advice about Coronavirus (COVID-19) please visit

www.nhs.uk/conditions/coronavirus-covid-19

Government information can be found at www.gov.uk/coronavirus

Autumn 2020 is here, we hope you are all keeping safe and well. Over the past few months at the Practice, we have continued to adapt the way we work in order to safely offer our services.

Every single member of the Administrative & Clinical Teams have excelled themselves and supported the smooth running of the surgery and we would like to recognise this combined effort.

Whenever we have to make changes to our services in line with National guidelines, we update our website 'News' tab and Facebook page, so please do visit boughtonhealthcentre.co.uk & follow us at facebook.com/BoughtonHealthCentre for the latest information.

Staff Updates

It is with delight that we share the fantastic news that Clare Sampson (Assistant Practice Manager) has completed her ILM (NVQ Level 3) with distinction. A truly great achievement, especially during pressured times.

GP Trainee, Dr Florrie Amey, joined us in August to begin her year long ST3 placement and has settled in very well, running supervised clinics 4 days a week.

Gareth Malson, a Senior Prescribing Pharmacist, joined our Practice and Network Practices in August. He will offer in-depth medication reviews to patients taking large numbers of medicines, dealing with medicine-related queries from Patients or Practice staff, trying to reduce the risks linked with using various combinations of medicines. If you feel you are having any issues with your medicines, or are struggling to take the medicines you are prescribed, please book an appointment with Gareth.

Medical Secretary, Leanne Manford, is starting maternity leave at the beginning of September. We wish her all the very best and look forward to meeting the new addition to the family.

We bid farewell to Conor, Medical Administrator. Although with us for a short time, he will be fondly missed. We are currently in the process of expanding our team and will update all in our next Newsletter.



Flu Vaccinations at Boughton Health Centre

Flu vaccination season has come around again and we are currently planning the delivery of this service prior to inviting all eligible Patients to the Practice.

Safety of Patients and the Practice Team is of utmost importance, so we are coordinating all aspects of the Flu Clinics to ensure they run smoothly while observing safe social distancing.



We are keen to protect as many patients as possible this winter and will be sending an invitation letter or text message to all eligible Patients.

Flu clinics will be open for bookings from September onwards. Please call for an appointment if you feel you are entitled to a free flu jab and have not received an invitation, once clinics commence from 19th September 2020.

Flu clinics will be different this year due to COVID guidelines, therefore:

- Please **don't** attend the appointment if you or anyone in your household has a new continuous cough OR fever (37.8 +) OR loss of/change in smell or taste
- **Only** attend at the appointment time, for social distancing purposes
- The arm you're having the flu jab needs to be easily accessible; **ideally a short sleeved t-shirt to be worn**
- **Contactless temperature check** will be done before entering the Practice and there is **no seating**.
- **Mask** to be worn at all times

IMPORTANT Guidelines for accessing face-to-face appointments from 7.9.20:

- ◆ All face-to-face appointments are pre-arranged by Admin & Clinical staff by calling 01244 325421.
- ◆ For booked appointments, please report to the main front door of the practice at the time of your appointment, press the buzzer and a member of staff will let you into the waiting room, if there is enough space to maintain social distancing.
- ◆ Please wait in your car or outside until your appointment time, please do not arrive early to your appointment.
- ◆ Priority access to the building will be given to frail patients with mobility problems and those without access to a car to wait in bad weather.
- ◆ Please wear a face mask or something to cover your face.
- ◆ Please use provided hand sanitiser on entering and leaving the practice.

Please do not attend the appointment if you or anyone in your household develops a new fever, cough or loss of smell/taste. Let us know so we can offer your appointment to someone else.



Re-engage is the only UK charity dedicated to tackling loneliness and social isolation among older people through regular interaction.

Old age can include many obstacles - Isolation is one. Telephone befriending is a great way of making sure that age is never a barrier for anyone who would like a new friend. If you know someone who would like regular phone call, get in touch:

☎ 0800 716543 🌐 <https://www.reengage.org.uk/> ✉ info@reengage.org.uk



www.visyon.org.uk
01260 290000
enquiries@visyon.org.uk

Visyon is a charity that supports the emotional health of children, young people and their families in the Cheshire and Staffordshire moorlands areas.

If you are a child or young person, Visyon can help you improve your mental health so that you feel better about yourself and the things that happen in your day-to-day life. If you are a parent, grandparent or carer, you can come to us to gain the skills to give your child the support they need.

Visyon are now offering a range of telephone and online services and releasing weekly schedules of free activities so that young people stay up to date and get involved with what's going on.

Boughton Health Centre - Hoole Lane, Chester CH2 3DP. Tel: 01244 325421

boughtonhealthcentre.co.uk - [facebook.comBoughtonHealthCentre](https://www.facebook.com/BoughtonHealthCentre)

Guide to help us help you in Cheshire **NHS**

Due to COVID-19 (coronavirus) getting help and advice has changed. If you need help or advice, your NHS is open and here for you.

www.gov.uk/coronavirus

- Full guidance on coronavirus testing and eligibility
- Apply for a coronavirus test if you're eligible
- Book a coronavirus test if you have a verification code

www.111.nhs.uk

- Advice about coronavirus
- Advice about illnesses and conditions
- When GP or Pharmacy are closed, open for advice

Pharmacy
With social distancing measures in place:

- Provide repeat prescription requests or collection services
- Dispense your prescription
- Help if you run out of your medication
- Give advice about medicines and treating minor ailments

Mental health

- Crisis Line (all age): 0300 303 3972 for urgent mental health help in Cheshire and Wirral.
- For non-urgent help and **general wellbeing advice** www.cwp.nhs.uk
- For **children and young people** MyMind.org.uk
- Central Cheshire Wellbeing Hub 0300 303 0369

GP Practice

- A range of doctors, nurses and other staff to help with your health issues
- Practices are offering telephone consultations

A&E or 999

- Stroke
- Severe injury
- Suspected heart attack
- Severe bleeding
- Breathing difficulties

Patient Access information can be found on our website, a member of the Admin Team will be happy to set up the initial access which will then allow you to download and use the NHS APP.

Patient Access In partnership with **NHS**

NHS GP services at your finger tips

Register online at patientaccess.com or download the app

Available on the **App Store** and **Google Play**

NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

HM Government **NHS**

"We can't wait to have you back at school."

– Andrea, Headteacher

In September schools and colleges will reopen for all. Find out more about returning safely at gov.uk/backtoschool

**STAY ALERT
CONTROL THE VIRUS
SAVE LIVES**

Patient Participation Group (PPG)

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 join the Boughton Health Centre Patient Participation Group via our website www.boughtonhealthcentre.co.uk.

The PPG has an active email group to make it easier for patients to discuss matters relevant to the practice. By joining, you will receive copies of contributions made by other members and be able to contribute or start topics yourself. If you would like to join the group please email boughtonppg@gmail.com with your name and email address, which will be added to the group.