



## NEWSLETTER - AUTUMN 2022

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

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Welcome to the Autumn 2022 edition of our newsletter. We have continued to review services, increased face-to-face appointments even more over the past few months and have enjoyed seeing Patients back in Practice.

We have continued to see an increase of online booked appointments and online consultation submissions. Please do check our website 'News' tab [boughtonhealthcentre.co.uk](http://boughtonhealthcentre.co.uk), Facebook page [facebook.com/BoughtonHealthCentre](https://facebook.com/BoughtonHealthCentre) & Twitter page [@BoughtonHC](https://twitter.com/BoughtonHC) for all the latest information.

### Practice Staff Updates

Since the last newsletter Dr Amey got married, and is now Dr Collet.

Following successful recruitment campaigns we are delighted to welcome the following new team members to the Practice:

- ◆ Mel Thomas as Care Co-Ordinator. Mel has come to work at Boughton following many years within the private carers sector. Her skills and knowledge are invaluable to the practice.
- ◆ Naomi Connolly as Trainee Nurse Associate. Naomi has over 3 years experience within Primary Care and brings with her some excellent skills to complement our ever-growing nursing team.
- ◆ We have two new medical administrators, Rhona Kettle and Claire Price.
- ◆ Cara Jones has joined us as a pre-reg Pharmacist, and will be with us until July 2023 as a part of our clinical pharmacy team.

*As always we believe that all the new team members will help to enhance your Patient experience.*

### COVID Vaccinations

The NHS will let you know when it's your turn to have the coronavirus (COVID-19) vaccine. Eligible patients who are still waiting to receive a 1st, 2nd, 3rd or booster dose can book in for COVID vaccinations through the national booking service online at [nhs.uk/covidvaccine](https://nhs.uk/covidvaccine) or by calling 119. Local community Pharmacies are also offering the vaccinations.

**COVID-19 vaccination status** can be accessed through the free **NHS App**. Proof of COVID-19 vaccination status will be shown within the NHS App and we recommend you register with the app before booking international travel. **You do not need to contact the surgery to register for the NHS App.**



#### Looking ahead to Christmas...

##### **Christmas Practice Closures**

The practice will be closed on Monday 26th, Tuesday 27th December and Monday 2nd January. If you need medical attention/advice while the practice is 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 16th or 23rd December to guarantee your medication by Friday 23rd

## Free Online Mental Health Support

### **SilverCloud**

SilverCloud is an online self-referral option that will enable you to access a programme of Cognitive Behaviour Therapy (CBT) techniques for anxiety and depression. It allows people to complete therapy in their own time and pace that suits, whilst having regular weekly or fortnightly online reviews with a qualified mental health practitioner.

It offers access to a number of different modules that provide information about depression and anxiety and tools and skills to manage these more effectively.

SilverCloud is particularly useful for individuals that have a busy lifestyle and would struggle to attend regular appointments during the day.

For more information please visit: [www.cwp.nhs.uk/iapt](http://www.cwp.nhs.uk/iapt)

## Staff Training Dates

The surgery will be closed from 1pm – 5pm for essential staff training on the following afternoons, so 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 22nd November**

Appointment booking, ordering prescriptions and test results are still available to those patients with on-line access whilst the Practice is closed.

## 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.

## NHS Urgent Dental Clinics

Local dental providers offer NHS Urgent Dental Clinics across Cheshire and Merseyside, with urgent appointments for urgent treatment, advice and support on dental queries or referral to other services.

Emergency Tel: 0161 476 9651 (LOCAL RATE) from 9am to 9.30pm every day, including weekends and Bank Holidays.

**Please note: by appointment only – not a 'drop-in'**



### Structured education programmes for people living with diabetes

For people living in Cheshire and Merseyside, structured education programmes to help people living with diabetes better manage their condition are available through the NHS.

From 31 March 2022, one of those programmes, 'MyWay Diabetes' (which provides online structured education and NHS data access), is no longer available for new registrations through the NHS in the Cheshire and Merseyside area. Existing registrants/users will continue to be able to access their health data and structured courses for as long as they are still using the platform.

You can access other structured education programmes for diabetes here: [Cheshire and Merseyside Health and Care Partnership](#)

If you have any queries, please contact Ian Carolan, Clinical Network Manager [nwccn.diabetesnetwork@nhs.net](mailto:nwccn.diabetesnetwork@nhs.net).

**Give Help. Donate Food.**



A food donation service is currently at the practice, and can be found outside of main reception. If you would like to donate, the most needed items are:

- UHT Milk
- UHT Juice
- Instant Coffee (small jars)
- Instant Mash
- Instant pasta/noodles
- Tinned meats
- Tinned puddings

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## Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide positive feedback on what is working well and areas of improvement on your experience.

We invite patients to let us know their thoughts on the services we provide. Following appointments, we send a text message to Patients with a mobile number, provide a box and feedback forms in Reception for those who don't have a mobile. Each month, we review results internally and every 6 months we produce a report that we share with our Patient Participation Group (PPG).

### Recent Feedback

On a monthly basis we collate all the FFT feedback we have received, and take note of any comments given to us by patients at our practice. These results are circulated internally, with any staff member specific feedback highlighted. This is a great way to praise our practice team!

We also look at any negative feedback we have received, and use these to help us improve as a practice.

	August	September	October
Very Good	252	490	876
Good	25	54	75
Neither good nor poor	4	12	16
Poor	1	7	10
Very poor	4	13	12
Don't know	2	1	2
Total number of responses	288	577	991

#### **Some examples of anonymous feedback we have received:**

- Was seen quickly, Dr listened, all concerns addressed.
- Your system works the team pulls together. Good attitude good effort keep it going in what are difficult times.
- The reception staff are really friendly and helpful.
- Getting a face to face appointment online is easier than calling. The doctor was fabulous.
- Really caring GP. Supportive reception staff thank you
- All staff were efficient, polite, timely and professional.....
- Staff hard working the bed rock of our NHS system

At Boughton Health Centre, we strive to provide our patients with the best possible service. We rely on honest feedback to help us continually improve. All feedback from patients is welcomed.

**Please continue to help us by providing your feedback by submitting a paper feedback form from the main reception area, or using the link sent to your mobile phone after an appointment at the surgery.**



## The Friends and Family Test



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## Practice Statistics

As a practice we use statistical data to monitor how we are performing in certain areas, this helps us proactively manage the workloads of the team and also make any required changes.

Our statistics for **January to September 2022:**

Face to Face GP  
Appointments

**8578**

A monthly average

Telephone or Video  
GP Appointments

**10675**

A monthly average  
of **1186**

Home Visit GP  
Appointments

**313**

A monthly average  
of **34**

Face to Face Nurse  
Appointments

**11144**

A monthly average  
of **1238**

Telephone Nurse  
Appointments

**4753**

A monthly average  
of **528**

Blood Test  
Appointments

**2301**

A monthly average  
of **255**

Physio  
Appointments

**585**

A monthly average  
of **64**

Clinical Pharmacist  
Appointments

**2930**

A monthly average  
of **325**

Flu Vaccinations  
(Adult)

**251**

A monthly average  
of **62**

Flu Vaccinations  
(Child)

**30**

A monthly average  
of **7**

COVID  
vaccinations

**41**

A monthly average  
of **4**

Medications  
Issued

**131966**

A monthly  
average of  
**14662**

New Patient  
Registrations

**1115**

A monthly  
average of  
**123**

Fit Notes  
completed

**1620**

A monthly  
average of  
**180**

Referrals  
raised

**2773**

A monthly  
average of  
**308**

Appointments  
Booked online

**945**

A monthly  
average of  
**105**

### **Flu & COVID-19 Vaccinations**

Since we have received the above statistics we have ran a very successful Flu & COVID-19 vaccination campaign. We still have availability to vaccinate patients ad hoc for Flu only.

Flu Vaccinations given (up to  
October 2022): **1,778**

COVID-19 Vaccinations given  
(up to October 2022): **1,407**

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# Live Well Cheshire West [www.livewell.cheshirewestandchester.gov.uk](http://www.livewell.cheshirewestandchester.gov.uk)

A new, online one-stop shop for Patients, [Live Well Cheshire West](http://www.livewell.cheshirewestandchester.gov.uk) has been launched.

Packed full of information, support, advice and guidance about the services available to you and the people you care about, Live Well Cheshire West brings together information on health, education, housing, transport, adult social care and children's services.

The Live Well directory will be kept updated to help you find information about local services, support, activities and events for adults, young people, families and children, including those who have special educational needs and disabilities (SEND). Some of this information was previously available on the 'Local Offer' site. Live Well Cheshire West replaces this with a much broader service directory.

## Are You a Carer?

Please note this **includes** Young Carers aged 6 to 18 with a caring responsibility at home.

If you are, please visit our Practice website, [www.boughtonhealthcentre.co.uk](http://www.boughtonhealthcentre.co.uk) scroll to the bottom of the home page and click 'Carers'. You will be directed to the dedicated Carers page and can complete the form to let us know - we may be able to help you.

There is a wealth of information on [NHS Choices](#) about carers and caring. Below are some links into the site that we hope you will find useful.

[Telling people](#) - Caring responsibilities can make it difficult to maintain friendships or develop new ones. Telling your friends you're a carer is important so they understand and can support you.

[Taking a break](#) - Caring for someone can be a full-time job, but it's essential that you take time out for yourself too. Read our guide to accessing breaks and respite.

[Housing and carers](#) - Do you know your tenancy rights as a carer? Are you aware of all your care at home options? Do you need tips on moving someone around the home?

**Young Carers** - please visit [www.livewell.cheshirewestandchester.gov.uk](http://www.livewell.cheshirewestandchester.gov.uk) to read Poppy's story. A young carer is someone under the age of 18 who helps look after someone in their family, or a friend, who is ill, disabled, has mental health issues or misuses drugs or alcohol.

## About our Care Co-Ordinator

Our Care Co-Ordinator, Mel Thomas, joined the practice in September. She has jumped straight in, and really began to get to grips with the role.

The Care Co-ordinator will be the first point of contact for patients and service users providing an in-depth knowledge of practice and local community services. They will liaise closely with their clinical team and management teams to ensure patients receive timely and appropriate direction or appointments according to their healthcare need.

If you would benefit from speaking to our Care Co-Ordinator do not hesitate to get in touch.



**Your local pharmacist** can help with minor health problems, such as aches and pains, allergies, sore throats and colds, stomach problems and skin conditions.

For expert advice, talk to your pharmacist: [nhs.uk/using-the-nhs/nhs-services/pharmacies/what-to-expect-from-your-pharmacy-team/](http://nhs.uk/using-the-nhs/nhs-services/pharmacies/what-to-expect-from-your-pharmacy-team/)

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## Are you a Carer?

**An unpaid carer is someone who provides support to a friend, or family member who could not manage without their help due to illness, disability, dementia, mental health issues or a drug/alcohol problem.**

**Please inform the surgery if you are a carer so we can provide you with an information pack and refer you to Cheshire west Carer Support Services, who can offer, benefits support and advice, carers emergency card, access to funding for essential items or to take a break from your caring role and groups and activities**

### **Are you a Young Carer (aged 6-18) or is there a young carer in your household?**

**Young carers may be supporting a parent, sibling or grandparent.**

**They may be unwell or disabled.**

**They may have mental health or substance misuse issues.**

**You/they could be helping with:**

**Shopping, cooking, cleaning, paying bills and sorting medication.**

**Washing & dressing.**

**Looking after siblings, providing emotional support.**

**Please let the surgery know, so we can refer you/them to Young Carers Services who can offer 1-2-1 support, respite opportunities, regular group activities, residential trips and school holiday programmes.**

**Please contact the surgery and ask to speak to one of the Carer Leads.  
Debbie, Heather or Mel**

## Boughton Health Centre is an Active Practice!

Now more than ever it's vital that healthcare professionals support their patients and staff to be as active as possible for their physical and mental health. Here are some reasons why physical activity is so important:

Getting – and staying - active is critical in the primary and secondary prevention of over 20 chronic conditions, but approximately 34% of men and 42% of women in the UK are not active enough for good health. Physical inactivity is understood to be responsible for 1 in every 6 UK deaths and up to 40% of long-term conditions could be prevented if everyone met the UK Chief Medical Officer's physical activity recommendations.

Of particular concern are the 27% of the population classified as 'inactive', meaning they do less than 30 minutes of moderate intensity physical activity (such as walking) per week. 33% of children do less than half the recommended physical activity for their age.



So what can you do to keep active? Some examples are:

- The [NHS Digital Weight Management Programme](#) is a 12 week online behavioural and lifestyle programme supporting adults living with obesity who have a diagnosis of diabetes or hypertension.
- [Couch to Fitness is a fitness programme](#), a free, 9-week programme designed for complete beginners that can be done from their own home and at their own pace
- [We Are Undefeatable](#) is a major national campaign supporting people with a range of long term health conditions. The purpose of the campaign is to support and encourage people to be active in ways that work with their conditions, not against them

For support on keeping active, please get in touch to speak with our Social Prescribing Link Worker.

### Regularly active people have lower health risks



Source: Physical Activity Guidelines Advisory Committee Scientific report (2018); Department of Health & Human Services – USA

## **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](http://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](mailto:boughtonppg@gmail.com) with your name and email address, which will be added to the group.

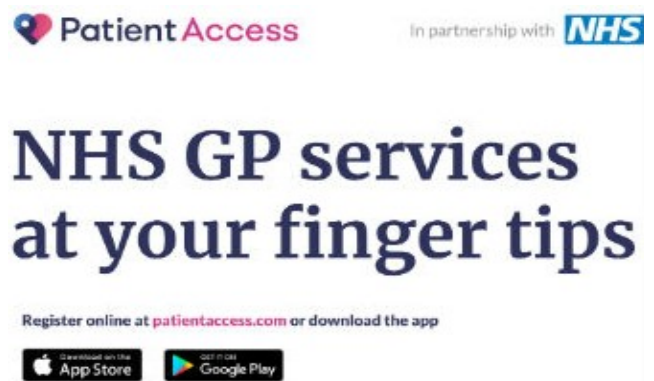
**We actively encourage all young Patients interested in health, medicine and/or promoting the youth voice to liaise with the Practice via a possible Youth Wing of the PPG, to help us improve wellbeing and health services for young people. Your input is also very important to us so please sign up to the PPG and help us help the youth of Chester East.**

Patient Access information can be found on our website, after signing up, a member of the Admin Team will be happy to confirm access which will then also allow you to download and use the NHS App functions such as ordering repeat prescriptions which will then also be possible to do via our website, the Patient Access website or App and/or the NHS App.



**NHS APP**

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



**Patient Access** in partnership with **NHS**

## NHS GP services at your finger tips

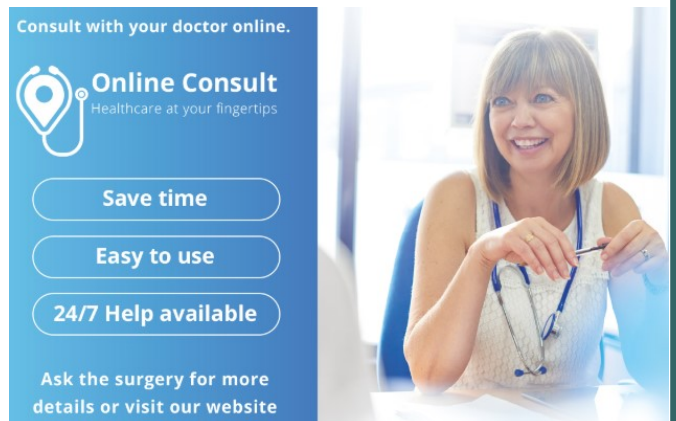
Register online at [patientaccess.com](http://patientaccess.com) or download the app

Download on the **App Store** GET IT ON **Google Play**

### **[boughtonhealthcentre.co.uk](http://boughtonhealthcentre.co.uk)**

**Our website contains a wealth of information, advice & links to services including:**

- All the latest News and resources
- Ordering your repeat prescriptions and nominating a chosen Pharmacy so they may be processed electronically
- Changing your contact details
- Pill Check Questionnaires
- Dedicated pages of information & resources for Carers, Young People & In Times of Bereavement



Consult with your doctor online.

**Online Consult**  
Healthcare at your fingertips

Save time

Easy to use

24/7 Help available

Ask the surgery for more details or visit our website

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