

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

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## **NEWSLETTER - SPRING 2022**

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As March 2022 marks two years of managing COVID in Practice, we hope you are all keeping safe & well and look forward to longer, warmer days and all the new beginnings Spring has to offer.

Throughout winter, we continued offering the highest level of care to Patients. Our doors remained open and Patients, Admin & Clinical Staff have continued to demonstrate flexibility and positively adapt to changes in line with National guidelines. We constantly review the services we offer and actively engage with the Patient Participation Group (PPG) to enhance the service for all.

Please do check our website 'News' tab [boughtonhealthcentre.co.uk](http://boughtonhealthcentre.co.uk) & Facebook page [facebook.com/BoughtonHealthCentre](https://facebook.com/BoughtonHealthCentre) for all the latest information.

### **Dr Stephen Kaye – Retirement Statement**

I will be retiring from Boughton Health Centre on 31st March having joined the practice in May 1994. For those patients with long memories and attachment to the practice, the medical personnel then comprised Drs Elliot, Leech, Dennitts, Craven, Griffiths and Naylor. I joined a forward-looking dynamic practice with a very good reputation. The interview process involved whittling down nearly 100 applicants to one successful candidate. I felt very fortunate to be chosen.

During the past 28 years the practice has continued to embrace change and has risen to the challenges that changing times and NHS priorities have presented to it. I will retire with a deep sense of pride for the organisation of which I have been part.

Success in an organisation is almost entirely related to the people within it and the ethos they set. I have been extremely fortunate to have worked with remarkable people throughout my time in the practice. Service provision in the health sector requires longstanding dedicated commitment and a strong team ethic. This sense of team has grown throughout my tenure and I leave the practice in very capable and caring hands.

We have remarkable expertise in our Management and Clerical team which is consummately led. The complexity of the work undertaken in the "Office" continues to develop and our fantastic team rise to each challenge.

Our Nursing team has grown from a staff of 2 on my arrival to a team of 9 now, delivering a very wide range of services to patients. I am indebted to all the nursing staff who have, through their own professional development, enabled the practice to offer the breadth of services it does today. Their enthusiasm to take on new clinical areas of work has been remarkable. Above all they are the embodiment of a caring profession.

Recently the practice has extended its reach to include Pharmacists and other professionals - becoming an even wider team. We are fortunate in having employed very dynamic and forward-looking new staff who will help the practice to develop further.

I leave 8 excellent, patient-centred doctors who will continue to offer continuity of care and act as the patient's advocate in a rapidly changing NHS landscape. Our patients are in good hands.

I would like to thank all the partners in the practice who have offered support and friendship during my time here and in particular to the ongoing partners Annabel Jones and Ed Henry.

I wish every success to the Practice and its Patients into the future!

## Staff Updates

Since the last Newsletter we have welcomed a beautiful baby boy to the Boughton family, Dr Sophia Khan gave birth to Isak in February, mum and baby are doing well and we wish them all the very best.

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

- ◆ Sarah Aird as Pharmacy Technician. As part of Chester East Primary Care Network, we have expanded our Pharmacy team and welcome Sarah to the Practice with her wealth of experience in the field.
- ◆ Samantha Clayton as Data Quality Assistant. Sam has 15 years experience within Primary Care, in a variety of roles including Office Manager, Medical Secretary, Healthcare Assistant, Admin Lead & Medical Administrator
- ◆ Angelica Tolentino as Medical Administrator. Originally from Vancouver Canada, Angelica has experience of working within a Dental surgery within the Reception team and as a technician

We believe that all three new team members will have a great deal to offer the Practice and will help to enhance the Patient experience.

## **UPDATED Guidelines For Appointments**

- GP and ANP (Prescribing Nurse) appointments are booked in by the Admin team and Clinicians. Patients are offered the appropriate telephone or face-to-face appointments and we try and offer flexibility in the day and time of appointments as much as possible. Failure to answer a call twice will result in the need to rebook a telephone consultation.
- You can continue to book telephone appointments with a Prescribing Nurse or a Blood test with a Healthcare Assistant online via **Patient Access**. When booking, you must state the problem clearly. If you are not sure your symptoms are appropriate for an Advanced Nurse Practitioner (ANP), please contact the Practice on 01244 325421 so that we can assist you. Full details of the conditions that can be discussed with a Nurse Practitioner can be found on our website under the 'Appointments' tab.

We are looking to expand the range of Patient bookable appointments as we explore future adaptations to the way we work, in line with reduced COVID restrictions. Updates will be noted on our website and Facebook.

## **UPDATED Building Access Details:**

- Self check-in is available for all Patients with a pre-booked appointments.
- Waiting room capacity has been expanded and is constantly being monitored by the Admin Team to ensure Patient and Staff safety.
- For booked appointments, please only report to the main front door of the practice at the time of your appointment. Priority access to the waiting room 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/covering as this is still the guidance within Healthcare settings.
- Please use the hand sanitiser provided 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.**

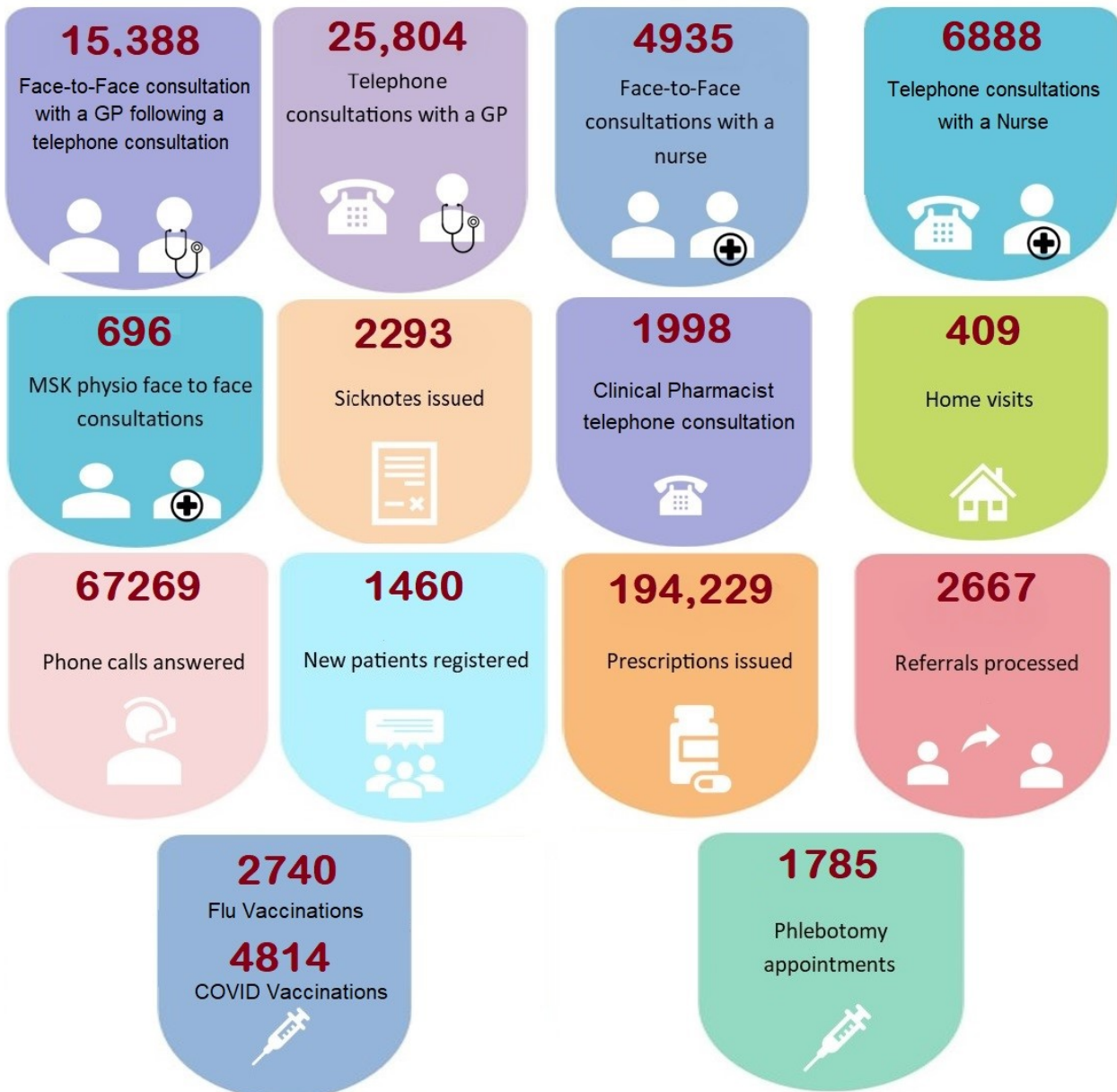
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Boughton  
Health Centre

WE'RE HERE FOR YOU, WHEN YOU NEED US!

Throughout the Covid-19 pandemic, we have remained open for your healthcare needs. We wanted to share some of the data with you, to show how we are still here for you when you need us. This is how we have been working during **2021**



The BMA announced on 28 January 2022: "As a result, GP appointment figures for December were a staggering 20% (4.9 million) higher than two years ago, pre COVID. As well as vaccination rollout, we continued to care for patients with COVID and deliver the day-to-day care our communities need. In fact, 2021 saw GP practices in England book more appointments than ever before, with an unprecedented 367m appointments."

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### **Practice Building Space**

***You may be aware from recent reports in the Media approximately 28% of the Practice space has been utilised by Cheshire and Wirral Partnership (CWP) and the Countess of Chester Hospital (COCH) since 1992.***

***Over the past 12-18 months the Practice GP Partners and Business Manager have been liaising with CWP to regain the space in order to provide additional NHS/primary care services for our increasing Practice population.***

***The Practice is currently 44% below the NHS England guidance for size of premises (gross internal area) relative to the patient list size. The estimated 230m2 being reclaimed will reduce the space shortfall to 12%.***

***By reutilising the space, we will be able to increase the overall clinical capacity by 30 sessions per week.***

***Regaining this space will also allow us to support our primary care network (Chester East PCN) of which we are a member, and will allow for better patient access and support where there is demand within our care community.***

### **COVID Vaccinations Update**

Eligible patients who are still waiting to receive a 1st, 2nd, 3rd or booster dose can book into the last vaccination clinics at the Practice on Wednesday 30th March. Appointments can be booked via Patient Access, by calling the Practice on 01244 325421 or by popping into the Surgery. Patients who are eligible for a booster vaccination have already been contacted by text or by letter and advised to book an appointment here at the Practice.

***The NHS COVID vaccination programme has started inviting eligible people to come forward for their life-saving Spring booster jabs.***

People aged 75 and over and those who are immunosuppressed are being contacted to book, as the biggest and most successful vaccination programme in health service history enters a new phase. The Joint Committee on Vaccination and Immunisation has advised a spring jab should be offered to those most vulnerable to COVID-19 as a precautionary measure.

Around five million people will be able to get a Spring booster during the campaign and the NHS will contact over 600,000 people in the first week, to invite them to book their jab.

All COVID vaccinations may be booked through the national booking service, which can be accessed 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 us to register for the NHS App.**

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## Cervical Screening Campaign

- Two women die every day from cervical cancer in England, yet it is one of the most preventable cancers and getting your screening can help stop it before it starts.
- Screening helps prevent cervical cancer by checking for a virus called high-risk HPV which causes nearly all cervical cancers. This is the best way to find out who is at higher risk of developing the cervical cell changes that over time could potentially lead to cervical cancer. Any cervical cell changes can be treated, preventing cervical cancer.
- But don't be alarmed if you have HPV as it does not mean you have cervical cancer - HPV is a common virus that most people will get at some point during their lives.
- Women and people with a cervix aged 25-64 are eligible for screening. Those registered as female with their GP practice are invited for routine screening every three years if they are aged 25-49 and every five years if they are aged 50-64. Those registered as male will need to request an appointment from their GP or a local sexual health clinic.
- Life can be hectic and it's easy to let your cervical screening appointment fall to the bottom of your 'to do' list, but it only lasts a few minutes - it's a few minutes that could save your life.
- For most women and people with a cervix, cervical screening tests are not painful. However, if you are worried that you may find the test uncomfortable, remember you are in control and can ask to stop at any time. If you are worried about it being uncomfortable, or you have found screening difficult in the past, talk to the nurse or doctor doing the test so they can give you the right support.
- If you're embarrassed about cervical screening then you're not alone. Talk to the nurse or doctor doing the test, who can help put you at ease.
- During COVID-19 your GP practice remains open and will offer cervical screening. They have put in place safety measures to keep you safe during your cervical screening appointment.



**NHS**

### Don't ignore your cervical screening invite

Two women die every day from cervical cancer, but getting your screening can help stop it before it starts. So remember, if you missed your last one, book an appointment with your GP practice now.

To find out more visit  
[nhs.uk/cervicalscreening](https://nhs.uk/cervicalscreening)

Screening  
saves  
lives

Help us  
help you

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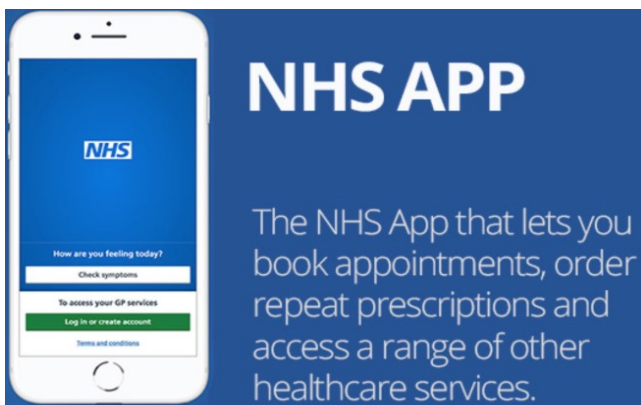
## **Patient Participation Group (PPG)**

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.

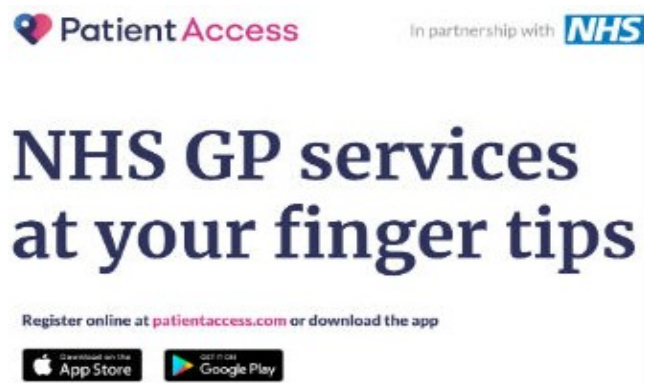
**We actively encourage all young Patients interested in health, medicine and/or promoting the youth voice to liaise with the Practice via a possible Youth Wing of the PPG, to help us improve wellbeing and health services for young people. Your input is also very important to us so please sign up to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

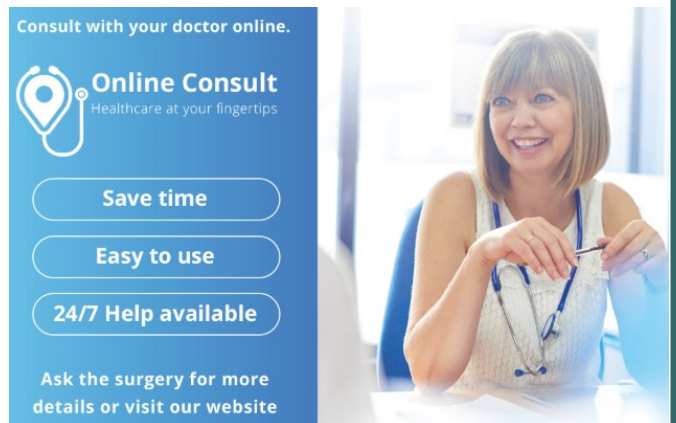
Register online at [patientaccess.com](http://patientaccess.com) or download the app

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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