



NEWSLETTER - SUMMER 2022

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

boughtonhealthcentre.co.uk - facebook.com/BoughtonHealthCentre

Welcome to the Summer 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 & Facebook page facebook.com/BoughtonHealthCentre for all the latest information.

Practice Staff Updates

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

- ◆ Charlotte Krausgrill as Healthcare Assistant. Although Charlotte is new to General Practice, she brings a wealth of experience from the Dental Surgery field and will be a asset to support the GPs in our Minor Surgery and Contraception clinics.
- ◆ Keely Hennessey as Executive Administrative Assistant. Keely has 3 years experience within Primary Care and brings with her some key skills to support the management of our Practice

We believe that all new team members will help to enhance the Patient experience.

New Pharmacist - Boughton Hub

We are delighted to introduce **Sam McGovern-Scott** to the Boughton Hub Pharmacy. He has written the below short statement to introduce himself:

"I grew up and trained to be a Pharmacist in Chester. I have 5 years of experience managing pharmacies in North Wales and Northwich. After 5 years away I'm glad to be back in Chester. I'm hoping to take the pharmacy on and improve our service. I'm a pharmacist that likes to make time for my patients so don't hesitate to come and see me when you need."



The NHS Friends and Family Test www.nhs.uk/friendsandfamily

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 the PPG.

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

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.

Wednesday 22nd June

Thursday 14th July

Tuesday 16th August

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' service.



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.

This service has been running as a pilot project, however, there has been low uptake of this particular scheme. People who are currently using this will be supported to move to a new education programme as access to the service is withdrawn.

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.

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We know children love spending time outdoors, whether in the garden, park or beach, however, their skin is more delicate than an adult's and can easily be damaged by the sun, even when it doesn't seem strong.

SUN SAFETY



Use a sunscreen with a minimum SPF 50 and at least 4 stars for UVA protection.



Wear sunglasses, ideally with wrap around lenses or wide arms, which carry CE and British Standard marks.



Reapply every two hours or immediately after swimming or sweating.



No sunscreen offers 100% protection so cover up with loose close weave clothing (such as cotton) and a wide brimmed hat to protect the neck, ears and face.



Generously apply sunscreen (5 teaspoons to cover the whole body) 15 to 20 minutes before going out.



Seek shade between 11am - 3pm when the sun is at its strongest. Always keep babies and toddlers in the shade if you can.

Sunscreen and sun safety Information can be found at:

www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety

www.cancerresearchuk.org/about-cancer/causes-of-cancer/sun-uv-and-cancer/sun-safety



By following these simple tips your child will be able to stay safe and enjoy the sun. Remember parents, set your child a good example by also following this advice, and the whole family can have a happy sun safe summer.

For more information about the British Skin Foundation see www.britishskinfoundation.org.uk

[f](https://www.facebook.com/BSFcharity) [i](https://www.instagram.com/BSFcharity) [@BSFcharity](https://www.tiktok.com/@BSFcharity)

SUN SAFETY SUNSCREEN



How to enjoy the sun safely



Find shade

Take a break under trees, umbrellas or head indoors



Cover up

Wear a loose, long-sleeved top with a hat and sunglasses



Use sunscreen

On bits that aren't covered up. Use plenty with at least SPF 15 and a 4 or 5 star rating

Sunscreen does not give the Sun Protection Factor (SPF) it states on the bottle if it is not applied correctly. Follow our tips to stay sun safe!

Firstly, check the expiry date of your sunscreen, as out of date sunscreen will not be as effective and you risk burning.

Use five teaspoons of sunscreen to cover your whole body.

One teaspoon is enough for just your face, neck and shoulders.

Apply sunscreen 15 to 20 minutes before going outside.

Reapply every two hours, or after swimming, even if your sunscreen is 'water resistant' or exercise.

Rub sunscreen in gently and make sure you cover all exposed body parts such as face, ears, backs of hands and feet.

Don't forget to protect your lips - using a SPF30+ lip balm

UV rays penetrate clouds and reflect off sand, water, snow, and even concrete. Sunscreen still needs to be applied when it is cloudy!

Together we will beat cancer



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Live Well Cheshire West

www.livewell.cheshirewestandchester.gov.uk

A new, online one-stop shop for Patients, Live Well Cheshire West 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 site can be used to search for information and services available locally in the borough by anyone, such as:

- Parents and carers
- Children and young people with Special Educational Needs and Disabilities
- Adults in social care

Some of the things you can get advice on include:

- Living safely at home
- Staying independent
- Identifying care needs
- Paying for care and support
- Choosing the right accommodation
- What to do if you suspect abuse or neglect
- Activities for children, young people and families

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.

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 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.**

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6-12 June 2022

www.carersweek.org

Making Caring Visible, Valued & Supported

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

The campaign is brought to life by thousands of individuals and organisations who come together to provide support for carers, run activities, highlight the vital role carers play in our communities and draw attention to just how important caring is.

Are You a Carer?

If you are, please visit our Practice website, 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?

**Feeling under the weather?
Don't wait for it to get worse.**



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/

**Aches and pains?
Don't wait for it to get worse.**



Seek expert advice from your local pharmacy team.

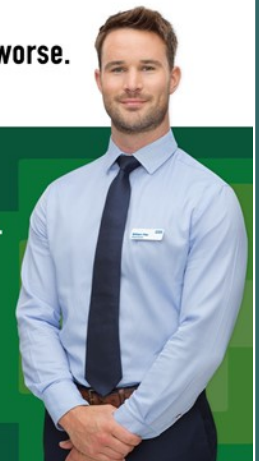
No appointment needed.

Your health matters
Help us help you

Seek expert advice from your local pharmacy team.

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Patient Participation Group (PPG)

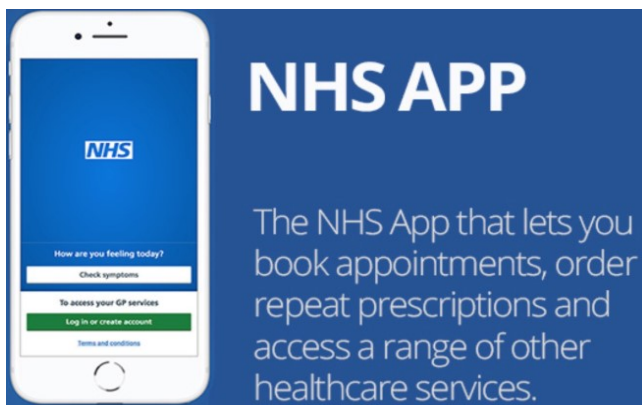
If you are a patient at Boughton Health centre, aged 16 years or over, and feel you can offer a positive contribution to how we can improve the services, please sign up join the Boughton Health Centre Patient Participation Group via our website:

www.boughtonhealthcentre.co.uk.

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.

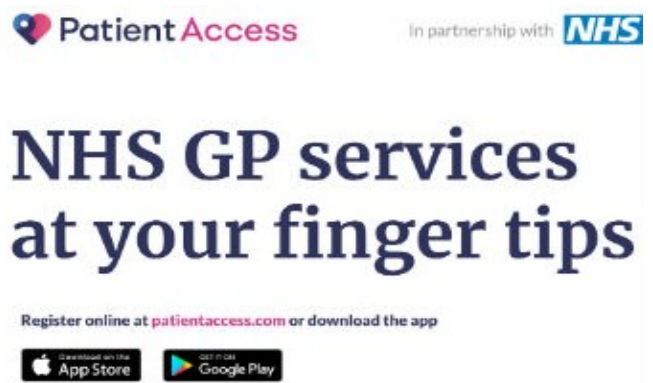
We actively encourage all young Patients interested in health, medicine and/or promoting the youth voice to liaise with the Practice via a possible Youth Wing of the PPG, to help us improve wellbeing and health services for young people. Your input is also very important to us so please sign up to the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

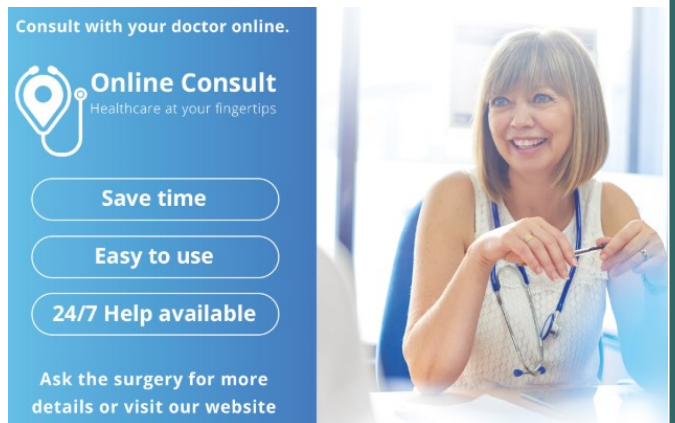
Register online at patientaccess.com or download the app

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

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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