

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

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NEWSLETTER - WINTER 2021

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Winter 2021 is upon us and we hope you are all keeping safe & well. Please do accept our apologies that we have been unable to publish the Summer/Autumn Newsletters. Over the past few months, we have continued to adapt the way we work in order to safely open up the Practice to all Patients and offer the best of care for the community we serve. 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

Dr Paula Davis – Retirement Statement:

'Dear Patients,

The time has come for me to retire from Practice and I will be leaving Boughton Medical Group in December 2021.

It has been a privilege to work with the team at Boughton in delivering healthcare to this community and an even greater privilege meeting so many wonderful people.

I have worked as an NHS doctor for almost 35 years, mostly in General Practice and joined Boughton as a Partner in 2002. I will miss many aspects of the job, particularly you, the patients. However, it's the right decision for me to follow my long-term plan to retire. I will be leaving a very strong team who I am confident will continue to deliver excellent healthcare.

Thank you for making my time at Boughton Medical Group so memorable.'

In the last newsletter we confirmed that we had successfully recruited two salaried GPs. We have in fact now recruited another Salaried GP and are happy to welcome Dr Sarah Aston, Dr Florrie Amey & Dr Sophia Khan to the practice.

Dr Aston brings a wealth of knowledge and experience to Boughton Medical Centre, having worked as a Partner in her previous Practice. Dr Aston was a GP here at Boughton over 15 Years ago and is thrilled to be back,

Dr Amey completed her GP training here at Boughton over the past year. She applied for a permanent salaried position, was successful in obtaining the role following the recruitment process and commenced her new role in August.

Dr Sophia Khan successfully secured a position after also recently completing GP training and has settled into the Practice very well.

Medical Secretary, Leanne and Medical Administrator, Courtney have both returned to the practice after Maternity leave.

IMPORTANT Guidelines For Appointments

- ◆ GP and ANP appointments may be triaged by telephone or face-to-face with a clinician by calling the Practice on 01244 325 421. Failure to answer a call twice will result in the need to rebook a telephone consultation.
- ◆ You can now book yourself a telephone appointment with a Prescribing Nurse or a Blood test with a Healthcare Assistant online. Telephone appointments via **Patient Access** are now available. When booking, you must state the problem clearly. If you are not sure your symptoms are appropriate for a Nurse Practitioner then please contact the Practice on 01244 325421.

Conditions that can be discussed with a Nurse Practitioner:

- Abdominal Pain
- Acutely Unwell Children aged 1 year and over (including with fever)
- Bites & Stings
- Back Pain
- Chest Infection (Including Asthma / COPD / Bronchiectasis)
- Constipation
- Sore Throats
- Diarrhoea & Vomiting
- Emergency Contraception
- Ear infections
- Eye Infections
- Hay fever
- Impetigo
- Lacerations / Bruising
- Limb / Joint Pain (no injury)
- Limb / Joint Injury (more than 48 hours ago)
- Minor Head Injury (not knocked out, not vomiting and you are not taking Warfarin)
- Neck Pain
- Nosebleeds
- Spots & Rashes (Including Eczema & Psoriasis)
- Removal of Superficial Splinters
- Small burns (not caused by electricity or chemicals)
- Thrush / Cystitis Symptoms
- Urine Infections

Building access for face-to-face appointments: Updated post 19th July

- ◆ All face-to-face appointments are pre-arranged by Admin & Clinical staff.
- ◆ For the safety of all, we still have slightly reduced the number of seats in the waiting room so please only present for booked appointments at the given time. Priority access will be given to frail patients with mobility problems.
- ◆ Please **continue** to wear a face mask or something to cover your face.
- ◆ Please **continue** to use the hand sanitiser provided on entering and leaving the practice.

Charity Campaigns

Team morale was lifted by participating in the following charity campaigns recently:

Cakes and sweet treats were made and donated for the **Macmillan Coffee Morning** at the end of September.

The Admin Team participated in the "**Wear it Pink**" Campaign for the **Breast Cancer Now** charity in October.

Children in Need was supported in November when some team members wore something spotty, yellow or furry in honour of Pudsey Bear. We also held a Boughton Bake Off and the winner was crowned after beating tough competition from submissions across the Practice Teams.



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Get the **FLU** **SHOT** not the flu!

The Practice is still delivering the annual Flu campaign and it is important that you are vaccinated from seasonal influenza this winter. Please book your appointment online via Patient Access or by calling the Practice on 01244 325421 after 11am. Please ensure that you book into the correct age group. The vaccines are different and ineligible bookings will be cancelled. If you do not wish to have this vaccine or have received it somewhere else, please contact us to let us know.

Eligible Patients are those who:

- are 50 and over (including those who will be 50 by 31 March 2022)
- are pregnant
- have been advised by a healthcare professional to be vaccinated against influenza
- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk
- are 16 to 50 years & at risk (serious long-term health condition – note that hypertension does not qualify and asthmatics must have been issued a steroid preventer inhaler within the last 12 months to qualify)

Practice Services Update

Clinical Pharmacist - A note from Samantha Regan

'Before qualifying as a pharmacist, I spent 5 years learning about medicines - what they do to the human body and what the body does to them. I now want to help to make sure people get the most from their medicines and that any potential risks are kept as low as possible.

I will be working closely with our GPs and nurses and doing annual medication reviews, particularly for those who have high blood pressure or atrial fibrillation.

If you have any questions about your medicines, are experiencing any problems with them or just want to know more about them, I am here to help you.'

Social Prescriber - A note from Louise Gough

'Social Prescribing is part of the NHS long term plan. It recognises that health isn't just physical and has many social factors that can affect a person's health and Wellbeing.'

A Social Prescribing Link Worker can help and support individuals to: 'Realise their goals, overcome barriers and access services in their local community or at a national level'

Referrals can come from a wide range of agencies: 'GP, Integrated community care team, local authority, pharmacies, fire service, police, housing officers, self-referrals etc.'

The social prescriber will address all issues of a non-medical nature: 'Such as housing, financial, loneliness/isolation, bereavement, support with mental health.'

During the Pandemic assistance with the collection of medication, food supply, emotional support.'

Christmas Surgery Closures

The surgery is closed Monday 27th, Tuesday 28th December and Monday 3rd January. If you need medical attention/advice 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 17th or 24th December to guarantee your medication by Friday 24th or 31st December.

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National Patient Survey Results

The latest National GP Patient Survey results have been published and although clear areas of improvement have been noted and subsequent actions taken, the high level of service and care delivered by all members of the dedicated team at Boughton continues to be evident in the results.

Thank you to all the patients who took time to complete the survey along with the access survey as your feedback is very important to the practice. If you have any suggestions on how we may improve access or communication, please do consider joining the PPG by emailing boughtonppg@gmail.com.

There were many notable positive areas and we are so please to know that 98% of Patients felt their needs were met during their last appointment, 89% find the Receptionists helpful.

The healthcare professionals in our Practice have been greatly appreciated with 94% of those surveyed stating that they were treated with care and concern and were good at listening to Patients during their last appointment. 92% felt the Clinician recognised or understood any mental health needs in, which is a testament to the caring nature of all staff and also the effective utilisation of local and remote mental health services.

The management of Long Term Conditions has been appreciated and this service and monitoring is the backbone of the nursing service and we are delighted that we have been able to restart active monitoring of conditions with check ups and reviews.

However, there were also areas where we could improve, so we are currently reviewing them and have stated making the following changes:

<u>YOU SAID</u>	<u>WE DID</u>
You found it difficult getting through on the phone	As noted below, we have installed a new, cloud based, phone system that allows more Patients to get through to speak to a member of the team throughout the day. We have also increased the number of staff on the phone from 8am to answer all the calls for ap-
You found it difficult to make appointments	We have started to add appointments online for blood tests and prescribing nurse telephone calls that can be booked by Patients themselves via our website and Patient Access. Please ask a team member for information.
GP appointment time availability was not satisfactory for 57% of those surveyed	We have increased GP capacity across the whole day and have also continued to offer face-to-face appointments throughout the pandemic.

We Have Already Implemented A New Phone System

Our new phone system is now up and running! We have had wonderful feedback from Patients who have noted an improved experience when calling the Practice.

Key benefits:

- Increased phone line capacity
- Patient ring back - allows you to hold your position in the queue instead of staying on the phone. Once you reach the front of the queue, you will be called back and connected to a Medical Administrator

Patients are asked to kindly call at the times stated below for particular enquiries:

- 8am for appointments
- From 10am for general/prescription enquiries
- From 2pm for results

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COVID Vaccinations Update

Eligible patients who are still waiting to receive a 1st, 2nd or booster dose can book into one of the vaccination clinics available at the Practice or via the National Booking Service. Patients who are eligible for a booster vaccination will be contacted by text with a link to book an appointment. If you feel you should have a third primary dose, please contact the Practice.

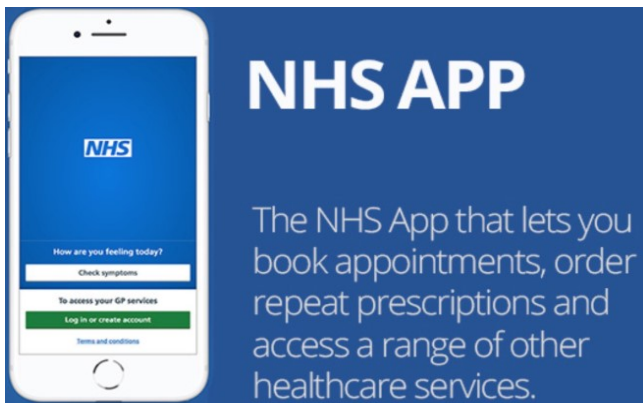
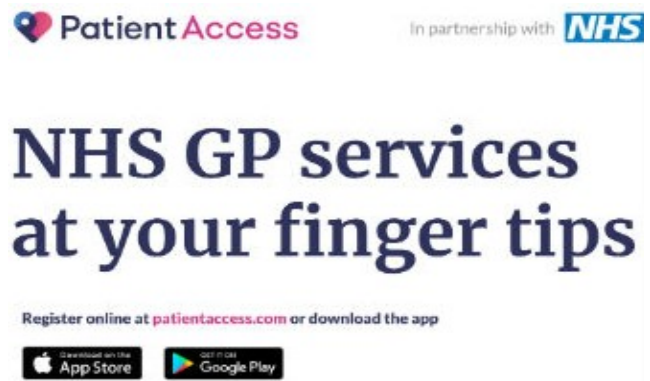
COVID-19 vaccination status can be accessed through the free **NHS App**. Proof of COVID-19 vaccination status will be shown within the NHS App and we recommend you register with the app before booking international travel. **You do not need to contact us to register for the NHS App.**

If you do not have access to a smartphone and know that the country you are travelling to requires COVID-19 vaccination status, you can call the NHS helpline on 119 and ask for a letter to be posted to you. This must be at least 5 working days after you've completed your course of the vaccine. We expect the letter to take up to 7 working days to reach you. The letter will be sent automatically to the address registered with your GP. The 119 call handler you speak to will not be able to see your address to check this with you. If you've recently moved house, make sure you've given your new address to your GP practice before calling 119.

Do not contact your GP surgery about your COVID-19 vaccination status.

GPs cannot provide letters showing your COVID-19 vaccination status.

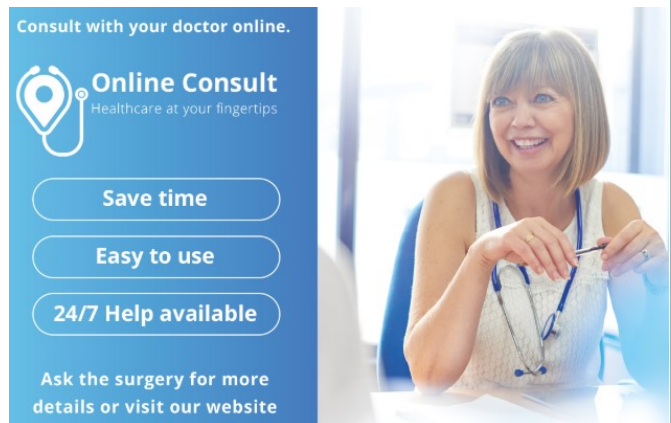
Patient Access information can be found on our website, after signing up, a member of the Admin Team will be happy to confirm access which will then also allow you to download and use the NHS App functions such as ordering repeat prescriptions which will then also be possible to do via our website, the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

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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



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