



Boughton

HEALTH CENTRE

Newsletter - Autumn 2023



Welcome to the Autumn 2023 edition of our newsletter.

As the 2023 Flu & COVID vaccination programme begins, and the cooler weather comes in, a lot of changes have been implemented throughout the practice.

Autumn/Winter Vaccination Programme — BOOK NOW!

Flu & COVID vaccinations started in the practice from mid-September. Where possible we would encourage patients to attend the practice for their vaccinations at the same time.

We have a variety of mid-week clinics, usually held on a Thursday, and some Saturday clinics.

You may also be invited to 'self-book' your appointment, if this is applicable you will be sent a text message which includes instructions on how to book.

Please do not arrive early for your booked appointments.

Please contact the practice to book your appointment!

patches

Online Consultation Tool

We have a new online consultation tool to replace the previously used 'Online Consultations'.

[If you have a bookmarked/favourited link for the previous tool, please remove this and use Patches instead.](#)

Practice Staff Updates

We are delighted to welcome the following new team members to the Practice:

- **Ashley EtcHELLs** has joined us as a Data Quality Administrator.
- **Kiera Lee** has joined us as a trainee pharmacist. She will be working alongside our clinical pharmacy team for the next 12 months.
- **Dr Oliver Wright** joined us in August. He is a recently qualified GP who has previously worked in a practice on the Wirral and hospitals in the north west.
- **Dr Dan Jones** joined us in September. Dr Jones comes from a local practice in Chester.

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

Active Practice Charter— Chester Virtual Marathon

Many members of the Boughton Health Centre team have been involved in the Chester 'Virtual' Marathon. Across the PCN we have 12 teams of 5 involved.

The aim of the virtual marathon is to complete as many laps of the Chester marathon route as possible, without the need to physically run/walk/cycle around the route. The teams enter their total steps/miles or kilometres covered in a day which gets added to the total score.

Participating in the 'virtual' marathon is keeping everyone active while having a fun time with some friendly competition.



Ways of getting in touch with us...

Patches Online Consultations



We offer our patients an Online Consultation service which is available from the homepage of our website. This is called Patches. This user friendly system gives patients the opportunity to submit their symptoms for review.

Patches can also be used to submit administrative requests or queries i.e. request a sick note etc..



Website

Our website includes a variety of helpful information to support our patients and members of the public.



Telephone

As always, our medical administrator team are available via telephone all throughout the day. We recommend for GP appointments that patients contact us as close to our 8am opening time.

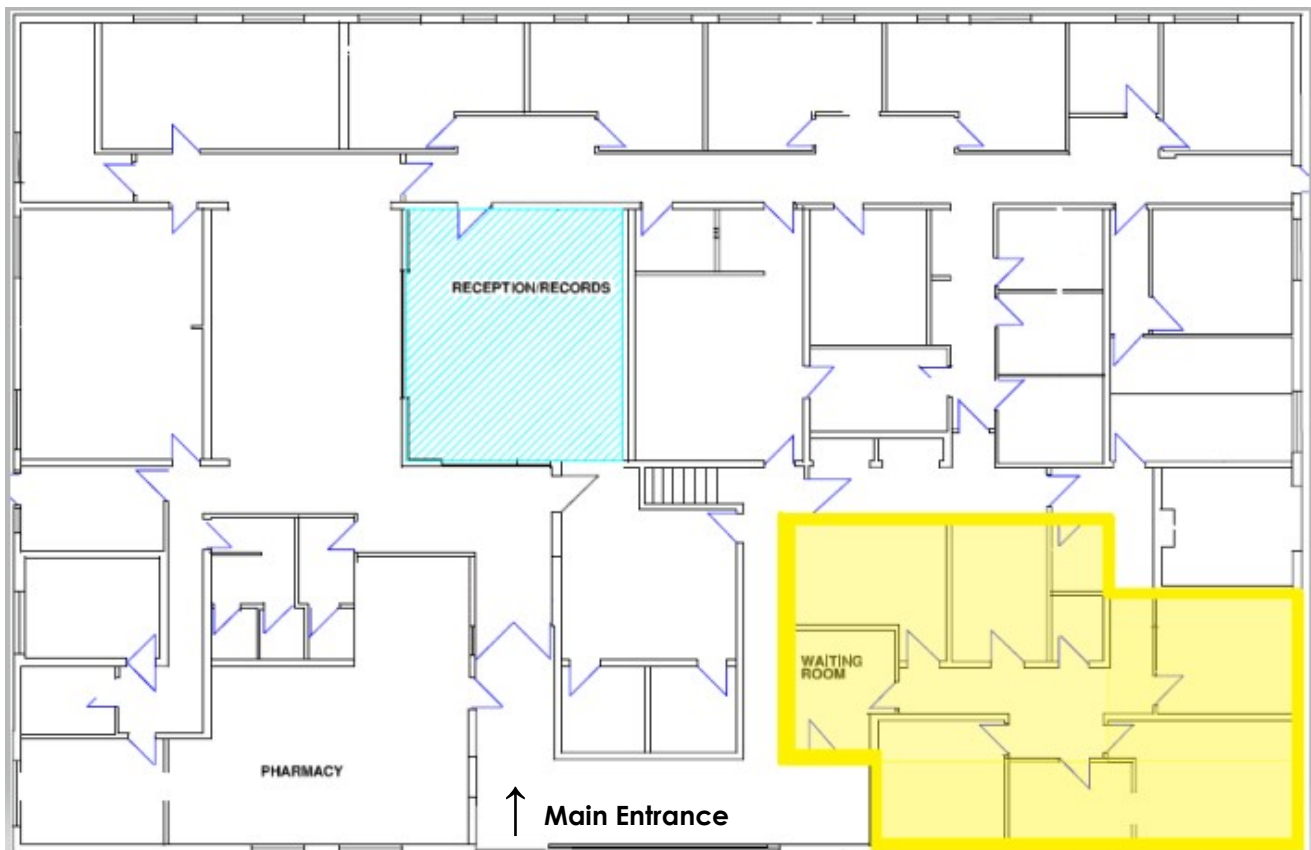
New **YELLOW ZONE** & **GREEN ZONE**

Implementation of the yellow zone has now begun, and until we have the permanent signage updated in the practice you will see lots of temporary signage around the building.

At this present moment, certain services are available in the **yellow** zone including our Physio/MSK appointments, our HCA's (Charlotte & Emma) appointments and also Mental Health.

The yellow zone has been marked on the below floor plan of the practice building.

The yellow zone has a check-in screen for you to use, or you can check in at the main reception and then sit in the yellow zone waiting room.



Boughton Health Centre is now on Instagram!

Follow us at [@boughtonhealthcentre](https://www.instagram.com/boughtonhealthcentre)

We will be using our Instagram to advertise important health campaigns.



Care Quality Commission (CQC) carried out a planned "direct monitoring" telephone call with the Practice on 10th January 2023.

CQC continues to develop its approach to monitoring with a focus on safety, access, and leadership. The telephone call went very well, with no actions required for the Practice.

Boughton Health Centre are an Armed Forces veteran friendly accredited GP practice!

This means that, as a part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.



Armed Forces Veteran friendly accredited GP practice

It is important that if you are ex-forces, you let our medical administrator team know to help ensure you are getting the best



ARMED FORCES COVENANT

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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 for essential staff training on the following afternoons, so there will be no access to the GP Practice.

During this afternoon, 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 17th October 2023

Wednesday 15th November 2023

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'

Do more with the NHS App!

-  Order repeat prescriptions
 -  Book appointments
 -  View your records
- And much more...**



Give Help. Donate Food.

A food donation service is still 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



More information regarding our PCN can be found using their website:



<https://chestereastpcn.co.uk>

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HOW CAN OUR DIFFERENT SERVICES HELP YOU?

There are many different services available within General Practice today, and we want to help you understand the uses and benefits of each service we offer at Boughton Health Centre.

Care Co-Ordinator

What is a Care Co-Ordinator?

Care Co-Ordinator's support patients by helping them connect and navigate the local health and care services. They are also able to help answering patients queries and provide support when making appointments. They are also able to ensure patients have high quality health information to help make choices about their care.



Well Being Co-Ordinator

What is a Well Being Co-Ordinator?

Well Being Co-ordinators listen to people's problems, and signpost to the services that can specifically support with the problems discussed. They can talk about and link people in with services on the following: social isolation, debt, benefits, bereavement, loneliness and employment support.



Social Prescribing Link Worker

What is a Social Prescribing Link Worker?

Social prescribing link workers connect people with local community activities and services that can help improve their health and wellbeing. They can support patients who suffer with chronic diseases, and also provide general advice or guidance with issues such as money and debt issues, domestic abuse, employment/unemployment.



Physio 1st Physiotherapist

What is a Physio1st Physiotherapist?

Physiotherapists are here to help patients affected by injury, illness or disability through movement, exercise, and advice. They can support patients aged 16+ to manage pain and support recovery. Physiotherapy can be helpful for people of all ages with a wide range of health problems effecting the bones, joints, nerves and other areas.



Advanced Physiotherapy Practitioner

What is an Advanced Physiotherapy Practitioner?

Similar to our Physio 1st Physiotherapists, our advanced physiotherapy practitioners are available to help patients with a variety of musculoskeletal, muscular and joint problems. Many advanced practice physiotherapists are qualified to prescribe independently, order investigations, carry out injection therapy and plan complex case management.



Mental Health Link Worker

What is a Mental Health Link Worker?

The aim of the mental health link workers is to provide mental health advice, guidance and support on how to access services timely that best meet your needs locally in the area where you live. Available to patients over 18+.



Mental Health Practitioner

What is a Mental Health Practitioner?

Similar to our Mental Health Link Worker, our Mental Health Practitioner is available to help patients by providing mental health advice, guidance and support. They are also able to provide psychological support to patients suffering with depression and other serious mental health conditions.



Dietitian

What is a Dietician?

Dietitians are qualified and regulated health professionals that assess, diagnose, and treat dietary and nutritional problems at an individual and wider public-health level. They advise and help to maintain nutritional status when individuals want to trial dietary interventions such as exclusion diets, nutritional supplementation, or dietary interventions.



Pharmacy Technician

What is a Pharmacy Technician?

Within Primary Care, or GP practices, the Pharmacy Technician works alongside the Clinical Pharmacists aiding in a variety of medication related technical and administrative tasks. They are also able to carry out medicine optimisation tasks, support medication reviews and medication changes.



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Clinical Pharmacist



What is a Clinical Pharmacist?

Clinical Pharmacists are responsible for the medication management of patients with chronic diseases and patients who take multiple medications. They proactively undertake clinical medication reviews to improve the quality of care received and to ensure patients safety. You may also see other members of the pharmacist team, like a pharmacy technician.

Healthcare Assistant



What is a Healthcare Assistant?

Healthcare Assistants work under the guidance of a healthcare professional such as a nurse, and their job varies depending on their place of work. Within Primary Care, HCA's are invaluable and help the practice by providing services such as the completion of health checks, taking blood samples, complete promotional work amongst other things.

Nurse Associate



What is a Nurse Associate?

Trainee Nurse Associates are a new role within Primary Care, the role was introduced to support the nursing workforce by bridging the gap between a registered nurse and a healthcare assistant. During their training, they will work similarly to a healthcare assistant in providing direct patient care while undertaking their appropriate training.

Practice Nurse



What is a Practice Nurse?

The practice nurse will be responsible for a number of clinical areas such as health promotion, chronic disease management, health prevention, well women and well man clinics, as well as supporting the management team in the reviewing of clinical policy and procedure.

Primary Care Paramedic



What is a Primary Care Paramedic?

Unlike the paramedics we usually see within the ambulance service, our practice paramedic is able to triage and treat patients with acute illnesses, like an Advanced Nurse Practitioner.

Advanced Nurse Practitioner



What is an Advanced Nurse Practitioner?

Advance nurse practitioners (ANP) make an important contribution to the NHS and the role has been successfully introduced in many different settings. They are not only able to substitute for doctors, they often enable patients to get the care they require more quickly as there is no requirement to consult with a GP. They are able to prescribe medication and complete onwads referrals.

GPs



What is a GP?

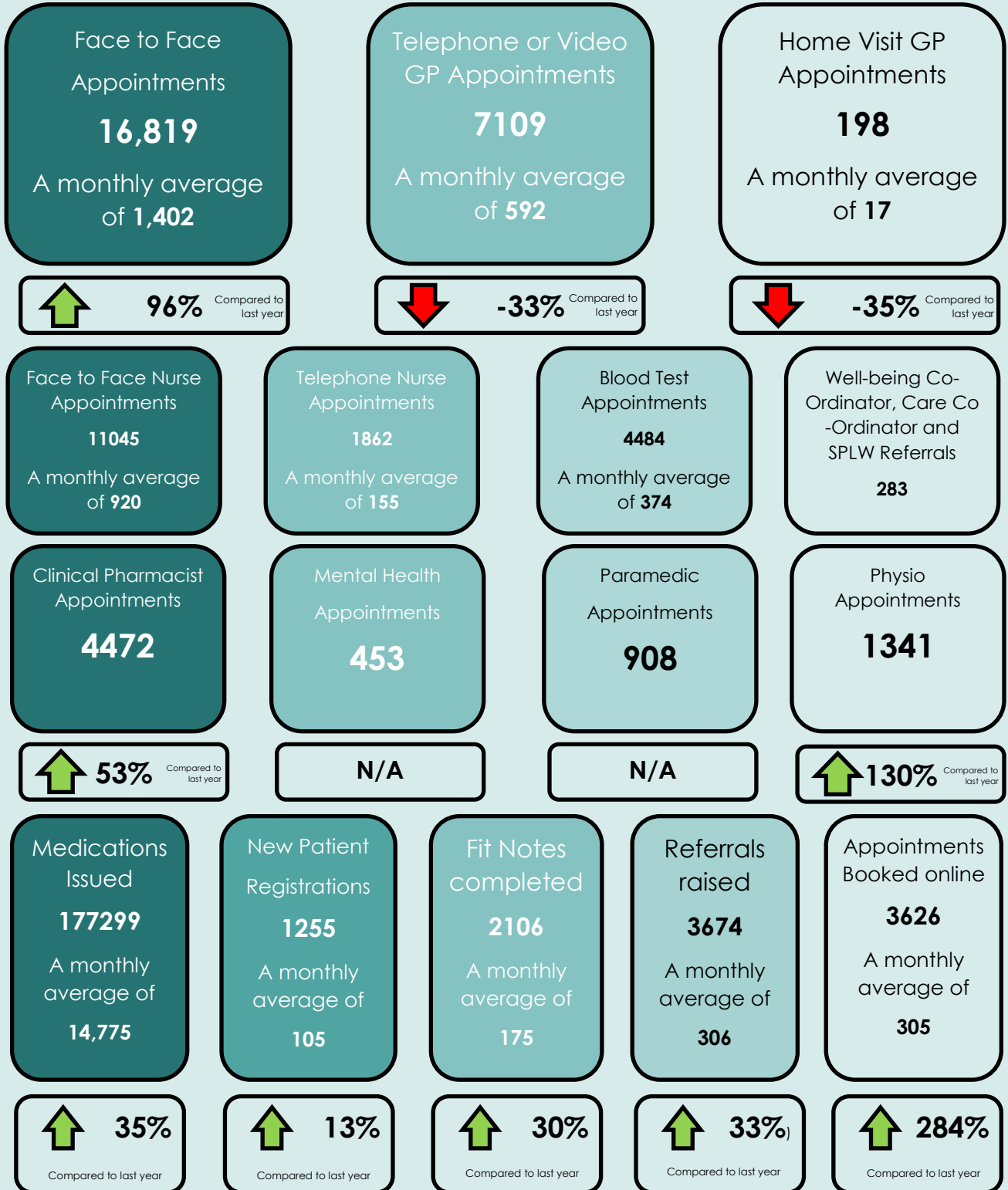
A GP is a doctor who does not specialise in any particular area of medicine, but who has a medical practice in which he or she treats all types of illness. Some GPs however, do have a specialist subject. GPs are doctors based in the community, who treat patients with minor or chronic illnesses. Our GPs are also able to offer our patients minor surgery and contraception clinics.



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 **October 2022 to September 2023.**



Live Well Cheshire West 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 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 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 Rivington, joined the practice in September 2022.

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/

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Patient Participation Group (PPG) or ePPG (Virtual/Electronic)

Did you know that all GP practices have a contractual requirement to have a PPG within their practices? The requirement to have a PPG is to ensure there is equal communication between the practice and their patient population, the PPG is there to help improve services and act as a 'critical friend'.

Although this may be the case, at Boughton Health Centre we promote an active and well-informed PPG with core members being involved in many important tasks to keep the practice running smoothly and effectively.

The PPG should be representative of all genders, ages, disabilities and ethnicities.

Our PPG meet regularly with members of the practice management team, and have regular communications with specified staff who work on specific practice projects.

If you would like to help improve the practice, please ask at the main reception for a form to join our PPG (or ePPG)! Your help would be greatly appreciated at Boughton Health Centre.



Keito Machine

Our Keito Machine is available to all patients of Boughton Health Centre. The machine is located within the privacy area of our waiting room, and is used to measure your blood pressure & BMI (height & weight).

The results will come straight through to the practice, who will review and add onto your medical record. Any abnormal readings will be reviewed by a clinician.

You will also be provided with a print out of your results to take home with you.



Elizabeth, social worker

"I use the NHS App to check my GP medical record and book appointments at my surgery."

Your NHS, your way
Download the NHS App 😊



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