



NEWSLETTER - WINTER 2023

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

boughtonhealthcentre.co.uk - facebook.com/BoughtonHealthCentre - twitter.com/BoughtonHC

Welcome to the Winter 2023 edition of our newsletter.

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 & Twitter page @BoughtonHC for all the latest information.

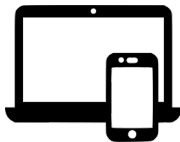
Ways of getting in touch with us...

Online Consult/Website



We offer our patients an Online Consultation service which is available from the homepage of our website.

This user friendly system gives patients the opportunity to submit their symptoms for review.



Using NHS App/Patient Access

With the advancing use of technology throughout Primary Care, we are proud to offer our patients the choice of contacting us via our secure messaging service.

We do not recommend sending urgent requests this way.



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.

Practice Staff Updates

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

- ◆ **Maria Healy** has joined our team as a physiotherapy practitioner, she is now available to book in with by calling the practice.
- ◆ **Rebecca Humphreys** has joined our Medical Administrator team
- ◆ **Ricky Harrison** will be joining us in March as a Paramedic. Further information regarding Ricky's role will follow in our Spring Newsletter and on our website.

We have also welcomed Dr Sophia Khan back from Maternity Leave.

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

For recruitment opportunities please visit either our Facebook or Twitter pages.

Dr Annabel Jones is the new President of the Chester & North Wales Medical Society

The Chester and North Wales Medical Society is one of the oldest medical societies in the country having been set up in 1883. The main ethos of the Society is to generate close working relationships and friendship between all doctors within primary and secondary care.



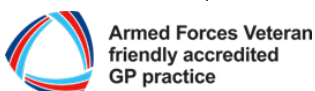
The entire Boughton Health Centre team are incredibly proud of our Senior Partner, Dr Annabel Jones, for this wonderful achievement.

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.



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



Chester East PCN—What is a PCN?

Primary Care Networks (PCN's) build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.

Chester East PCN is made up of 4 GP practices—Boughton Health Centre, Heath Lane Medical Centre, Park Medical Centre & Upon Village Surgery.

Becoming apart of a PCN opens up the possibility for more supplementary roles within our general practice team, some of these roles include:

- Clinical Pharmacists
- Wellbeing Coordinator
- Mental Health Link Worker
- Social Prescribing Link Worker
- Mental Health Practitioner
- Physiotherapists
- Care Coordinators

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

<https://chestereastpcn.co.uk>



All of the above services are available to patients, and can provide specialist advice and guidance in their specific subject field.

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.

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.

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.


The Friends
and Family Test



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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 – 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.

Thursday 16th March 2023

Tuesday 18th April 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'

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.**

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



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.

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.



Physio1st 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 affecting 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.



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.



Pharmacy Technician

What is a Pharmacy Technician?

Pharmacy Technicians within Primary Care work collaboratively with the Clinical Pharmacist team, and are here to provide patients with advice and guidance surrounding the uses and storage of medication.



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.



Trainee Nurse Associate

What is a Trainee 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 Nurses

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.



Advanced Nurse Practitioners

What is an Advanced Nurse Practitioner?

Advanced 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 onwards 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.



To book in with any of our services, please contact the practice.

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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](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. She has jumped straight in, and really begun 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/

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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.

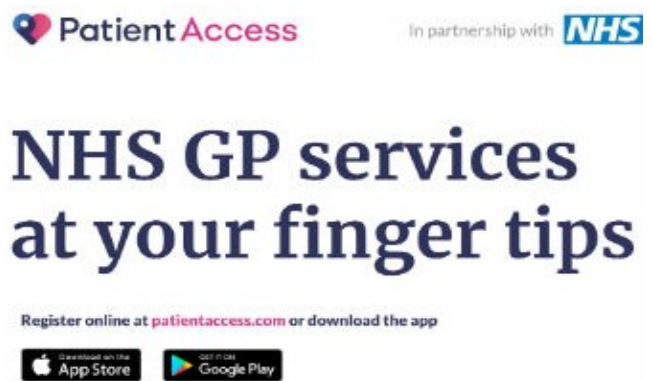
We actively encourage all young Patients interested in health, medicine and/or promoting the youth voice to liaise with the Practice via a possible Youth Wing of the PPG, to help us improve wellbeing and health services for young people. Your input is also very important to us so please sign up to the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

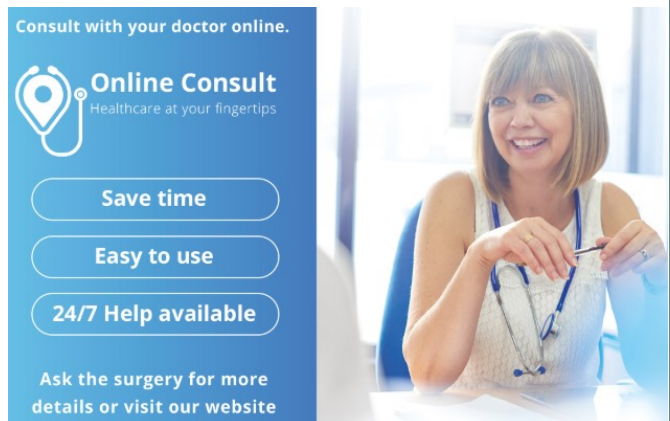
Register online at patientaccess.com or download the app

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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