



# Boughton HEALTH CENTRE



Winter 2024 Edition

Welcome to our first newsletter of 2024! There have been a couple of changes within the practice over the past couple of months, and we hope to summarise them throughout this edition of the newsletter.

## New Website

You may have noticed our practice website has had a refresh. Following the new requirements for GP practice websites to closely follow the layout/design of the NHS choices website, we have moved over to a new website provider.



The new website should be easier to navigate and ensure ease in finding the most important information about the practice.

There will be a teething period with the website where you may not find items you're used to seeing. Please bear with us while we continue our hard-work on creating a useful website.

## patches

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.

## We are still taking donations on behalf of



## Active Practice Charter— ParkRun

Following the section in our previous newsletter regarding the active practice charter and standing desks, we have since begun to participate in the ParkRun events.

Staff at Boughton Health Centre, and the other practices within Chester East PCN, are attending their local ParkRun site in a bid to continue with our active practice charter.

## Digital Drop-In Sessions

We are running a monthly 'drop-in' session to assist those patients who would like a further understanding of all things digital that the practice offers.

Topics such as the NHS App & Patient Access will be discussed, along with other items including the new practice website and the Keito Machine.

Members of our PPG will also be attending the sessions to aid the practice in understanding the patients perspective when using the digital platforms on offer.

If you would like to join one of our sessions, they will be held at the practice on the following dates:

**18-04-2024 from 10am to 12 midday**



## 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



### Website

Our website includes a variety of helpful information to support our patients and members of the public. You can also submit your repeat medication requests along with other health questionnaires.



### Telephone

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

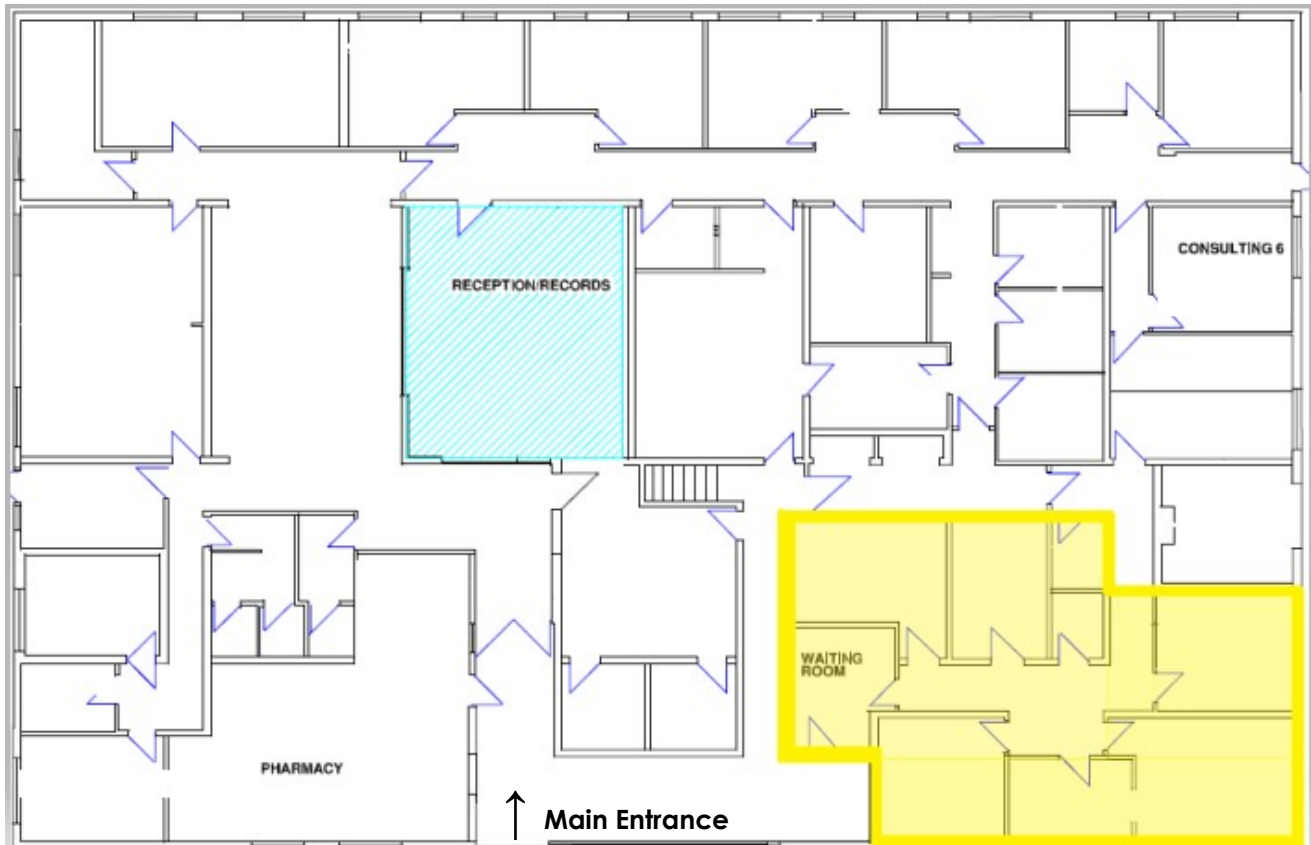
## New **YELLOW ZONE** & **GREEN ZONE** – NEW SIGNAGE

Implementation of the yellow zone began last year, and we now have permanent internal signage. Which we hope is useful in finding the right place for your appointment!

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.



**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**

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

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**Make sure your child  
is up to date with their  
MMR vaccinations**

Check your child's red book, and make an appointment with your GP practice to catch up on missed doses



## 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 March**

**Tuesday 9th April**

**Wednesday 15th May**

Appointment booking, ordering prescriptions and test results are still available to those patients with on-line access whilst the Practice is closed.

## NHS Urgent Dental Appointments

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'**

**More information regarding our PCN can be found by visiting their website:**

<https://chestereastpcn.co.uk>



## Free Online Mental Health Support

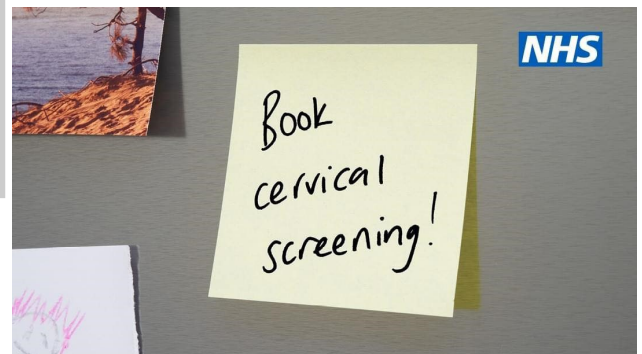
### **SilverCloud**

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.

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](http://www.cwp.nhs.uk/iapt)



## 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.

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

**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/](https://www.nhs.uk/using-the-nhs/nhs-services/pharmacies/what-to-expect-from-your-pharmacy-team/)



## Pharmacy First

The new 'Pharmacy First' Scheme enables local pharmacies to treat minor ailments without the need for patients to see a GP. You still require a referral from the practice, if you feel you would benefit from a referral to the pharmacy please speak to our Admin team.



Think pharmacy first



### 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.

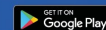
You will also be provided with a print out of your results to take home with you.



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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# Live Well Cheshire West [www.livewell.cheshirewestandchester.gov.uk](http://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](http://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](http://www.nhs.uk) 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](http://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, is the first point of contact for patients and service users providing an in-depth knowledge of practice and local community services.

She 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.



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# The PPG Newsletter

Welcome to the updated version of the PPG Newsletter! Continue reading to find out how we at the BHC PPG are helping your GP practice with continuous improvements...

Our PPG Core Group is made up of 7 Boughton Health Centre patients, collectively the group have a vast knowledge of community based organisations, such as Age Friendly—Cheshire West and the Alzheimer's Society, along with a variety of experiences from previous employment.

## What is the PPG (Patient Participation Group)?

The PPG provide a body between the GP practice and the patient population. They are a 'critical friend' to the practice, and will help them identify any common themes or issues.

The PPG meet regularly with members of the practice to discuss ongoing projects or highlight any issues raised.

All patients are welcome to join our PPG!



Projects we are currently or have previously worked with the Practice on:

- Signage Update
- Practice Leaflet
- Practice Newsletters (Quarterly)
- Digital Drop-In Sessions
- Noticeboards
- NHS App promotion
- Youth PPG
- Virtual PPG Promotion



**Feedback from the Practice:** "We are very grateful to our PPG for all their continued support and assistance with our ongoing projects. We feel they really help give us the 'patients perspective' of the practice, and their feedback

Have a question for the PPG? They can be contacted by email at [boughtonppg@gmail.com](mailto:boughtonppg@gmail.com)

It is important to note, the PPG cannot answer any clinical or medical queries.

**\*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.**

## Digital Drop-In Sessions

We work together with the practice to provide patients with support in accessing all things digital that the practice offers.

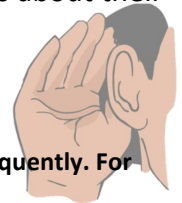
Visit the practice's social media pages to find out more information.

## PPG Listening Table

You may see us by the entrance to the practice where we will be chatting to patients about their experience of the practice.

**Come and say Hi!**

We will be in the practice conservatory frequently. For more info, please see our Noticeboard.



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