



# Boughton HEALTH CENTRE



Autumn/Winter 2024 Edition

## 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:

2pm till 4pm on Thursday 14th November  
December TBC

We are a  practice!  
  
visit their website for details!

Get in touch with us using  
**patches**  
access using the link on our website

We are still taking donations  
on behalf of   
**foodbank**  


## Goodbyes & Hello's

We were super sad to say goodbye to our senior partner, **Dr Annabel Jones**, our long-standing ANP, **Sarah Smith**, and our paramedic, **Ricky Harrison-Evans**. We wish both Annabel & Sarah all the best for their retirement, and wish Ricky all the success in his new role.

**Dr Annabel Jones** began her well-deserved retirement on 12th September 2024, and she asked us to share the following words: 'To borrow a phrase – it is time for me to "hang my stethoscope up". I am retiring from Boughton Health Centre on 12th September 2024. I joined the practice in July 1997 though I had experience here earlier as a GP in training in 1993! It has been a privilege to be part of the team here at Boughton providing healthcare to our local community. I have enjoyed working with everyone and will miss them on my retirement. I would like to thank them for their professionalism, dedication and teamwork. To patients, I thank you too.'

In October, **Dr Sophia Khan & Claire (from our Admin Team)** also left for their upcoming maternity leave. We are all sending very well wishes both of them in preparation for their upcoming arrivals.

It hasn't all been goodbye's though, we welcomed a **Dr Hannah Bates** to our team of GPs and **Dr Florence Collet** returned from her maternity leave.

*We are currently running recruitment campaigns (November 2024) to recruit for both an Advanced Nurse Practitioner and a Primary Care Paramedic. All vacancies are advertised on our website.*

## 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.

**Campaigns** – We are proud to support the NHS with the following campaigns:  
(A full list of all campaigns we support can be found here - <https://www.nhsemployers.org/events/calendar-national-campaigns>)

**November 2024**



**Movember - Men's Health Awareness Month**

Responsible for thousands of moustaches on men's faces. Aims to raise vital funds and awareness for men's health.



**Remembrance Sunday & Armistice Day**  
(10 & 11 November 2024)

To commemorate the end of hostilities of World War 1



**Trans Awareness Week**  
(13-19 November 2024)

This week helps raise the visibility of transgender people and address issues members of the community face.



**National Self Care Week**  
(18-24 November 2024)

Self Care Week is an annual national awareness week that focuses on embedding support for self care across communities, families and generations.



**Carers Rights Day**  
(21st November 2024)

A national day to make carers and the wider public aware of the rights and support available to carers.



**Disability History Month**  
(16 November to 16 December)

A month of activity to raise awareness and support people with disabilities.

**December 2024**



**World Aids Day**  
(1<sup>st</sup> December 2024)

An opportunity for people worldwide to unite in the fight against HIV, to show support for people living with HIV, and to commemorate those who have died from an AIDS-related illness.



**International Day of People with Disabilities**  
(3<sup>rd</sup> December 2024)

Since 1992, the United Nations IDPD has been annually celebrated around the world.

**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.

### 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'**

### 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 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**



# 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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[boughtonhealthcentre.co.uk](http://boughtonhealthcentre.co.uk) - [facebook.com/BoughtonHealthCentre](https://www.facebook.com/BoughtonHealthCentre) - [twitter.com/BoughtonHC](https://twitter.com/BoughtonHC) - [@boughtonhealthcentre](https://www.instagram.com/boughtonhealthcentre)



## Home Hazard Assessment & Advice



**Age UK Cheshire's Home Hazard Assessment & Advice Service** provides free, impartial and confidential advice and support to older people across Cheshire West and Chester.

The service aims to reduce falls at home by assessing your home and providing guidance on how to keep yourself safe and well. This service is free to people aged 55 and over living in all areas of Cheshire West & Chester.

Age UK Cheshire Home Hazard Assessment & Advice Service provides:

- Home assessments to residents in Cheshire West and Chester
- Advice on how to keep safe at home
- Advice on how to reduce the risk of falls at home
- Signposting to services which may be able to offer additional support
- Onward referral (with consent) to other services which may offer additional support

To discuss the service, make a referral or book a home visit, contact our team on:

**Telephone: 01244 408162 Email: [CHF@ageukcheshire.org.uk](mailto:CHF@ageukcheshire.org.uk)**

**Opening Times: Monday to Friday 9am-5pm**

 @AgeUKCheshire
  @ageukcheshire
  @AgeUKCheshire
  @Age-UK-Cheshire

Visit our website: [www.ageukcheshire.org.uk](http://www.ageukcheshire.org.uk)

Registered Charity Number: 1091608

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[boughtonhealthcentre.co.uk](http://boughtonhealthcentre.co.uk) - 
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  [twitter.com/BoughtonHC](https://twitter.com/BoughtonHC) - 
  @boughtonhealthcentre

# 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.

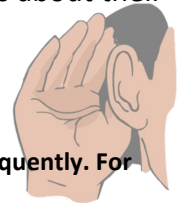
Visit the practice's social media pages to find out more information.

## **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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