



Boughton

HEALTH CENTRE

Spring 2025 Edition



Goodbyes & Hello's

In **January** 2025, we have welcomed a new Primary Care Paramedic to our growing team here at Boughton—Amanda Lewis has joined the practice with lots of experience in the ambulance service and other primary care employers. We also have a new Business Administration Apprentice, Ellie, who has joined our medical administrator team.

In **February** 2025, we have welcomed a new Practice Nurse to our nursing team, Nina Davies.

Although we have had lots of new starters join our team, we have said goodbye to Sam Regan our clinical pharmacist. Sam will be missed by all of us in the practice, and we wish her a very successful future.

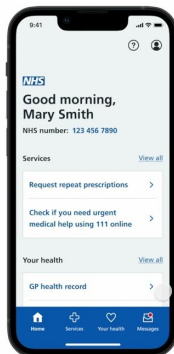
We are a  practice!
visit their website for details!

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

We are still taking donations
on behalf of 



you can use
the 'services'
area of the App
to look after
your health by
ordering
prescriptions,
or checking
appointments



Staff Training Days

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 1st April 2025
Wednesday 14th May 2025
Tuesday 3rd June 2025

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

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**

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 for GP appointments that patients contact us as close to our 8am opening time.



302

Number of GP appointments missed



675

Number of Nurse/HCA appointments missed



149

Number of Physiotherapy appointments missed



101

Number of Paramedic appointments missed



117

Number of Flu/COVID/RSV Vaccination appointments missed



'DID NOT ATTEND' REPORT 2024

We understand it is not always possible for patients to attend their booked appointments, however we kindly ask that patients inform the practice as soon as possible if they are unable to attend, as these appointments can then be offered to other patients.
January to December 2024

How to cancel your appointment

Online using the **NHS App**

By using **Patchs** to send us a message

By **calling the practice** on 01244 325 421

By popping into the practice **in person**

You should always cancel your appointment in plenty of time, ideally 24 hours before you are due in the practice.

More than **15 million** practice appointments are wasted each year

Each appointment costs the NHS an average of £30

This means all these missed appointments cost the NHS a total of...

£216 million!

This could pay for 58,320 hip replacements!

details from a 2019 NHS England article

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FRIENDS AND FAMILY TEST RESULTS

All GP practices ask their patients 'Thinking about our practice - overall, how was your experience of our service?' and we collate responses to find common themes amongst our patient responses. Monthly we receive over 500 responses from patients following their appointments which is very helpful for the practice in continually making service improvements.

**"YOU SAID,
WE DID"**

Q4 RESULTS

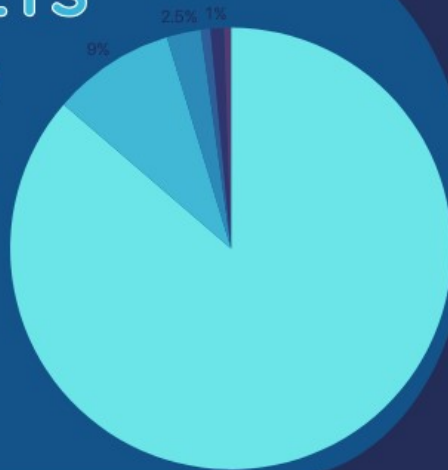
Very good - 1981 (86.4%)

Good - 204 (8.9%)

Neither good/poor - 60 (2.6%)

Poor - 17 (0.7%)

Very poor - 24 (1.1%)



Paying for the practice car park

In 2003 the carpark barrier was introduced with a £1 charge to discourage non-patients from parking near to the city and heading to work or the nearby shops, as this was reducing the parking capacity for patients attending the practice. The minimal charge for the car park has stayed at £1 for twenty-two years. The money received from the car park is not only used for the upkeep of the car park barrier but also as clinical capacity back into the practice. Any patients who hold a "blue badge" are exempt from the charge.

Appointments not running to time

It is part of the medical administrator role to pro-actively manage the waiting room & keep patients up to date with any delays. The management team have reminded the admin team of the importance of providing regular verbal updates to patients. Communication has also gone to all staff to ensure patients are booked in for the correct appointment duration in accordance with their problems & history - this will also help keep wait times down. Appointment allocation is 15 minutes per patient per problem. If a patient has multiple problems to discuss and only a single appointment is allocated this can cause delays for other patients. At times, unforeseen medical emergencies such as patients needing to be admitted to hospital can also cause delays with being seen.

Practice signage - the different zones are confusing (total of 5 comments received)

As a practice we are always looking at ways to improve the care & service we can provide to our patients. One way in which we have done this is by increasing our clinical workforce, by employing various new roles such as Clinical Pharmacists, Paramedics & Musculo-skeletal Practitioners. As our clinical team expanded, it became apparent that we needed to use areas of the Practice that had been previously used by Community Services. This created a need to "zone" the practice into Green and Yellow Zones.

Temporary signs were in place until we confirmed where the clinicians would be consulting from on a permanent basis. More recently we have had new signage designed and is in-situ in the Practice, hopefully making it easier for patients to navigate around the building.

The check in screen also directs patients to the correct waiting room for the person they have an appointment with. The medical administrators will also assist with any zone/room questions/directions as we are aware that the changes we have made will take time for patients to get used to.

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/)



Vicars Cross Pharmacy



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accessibility FEATURES

Using any app for the first time can be daunting for those of us with extra accessibility needs, however the NHS App has been worked on by the team at NHS England - who want as many people as possible to be able to use their app!

The NHS App copies the accessibility features set on your phone (android or iPhone) meaning the text size, high contrast colours and text-to-speech functions should automatically activate!



Available resources to help with accessibility:

AbilityNet

AbilityNet has advice to help you make your device easier to use if you have a disability.

HearMeNow

Use Hear Me Now to save information that's important to you. Add text, photos, video, audio, and links to information. Then share your information with the people that are important to you.

Private service - subscription required

If you have any problems or feedback, please report directly to the NHS app using:

Give feedback about the NHS Website.

You can also use an internet browser, where you can control the following:

1. change colours, contrast levels & fonts
2. zoom in up to 200% with all text still visible
3. navigate most of the website with just a keyboard
4. navigate most of the website using speech recognition software
5. listen to most of the website using a screen reader, including latest versions of JAWS, NVDA & voiceover

Do more with the NHS App!

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



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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>)

 <p>World Oral Health Day 20 March</p> <p>Celebrated globally every year on 20 March. Organised by FDI World Dental Federation.</p> <p><u>World Oral Health Day</u></p>	 <p>International Day for the Elimination of Racial Discrimination 21 March</p> <p>On that day, in 1960, police opened fire and killed 69 people at a peaceful demonstration in Sharpeville, South Africa, against the apartheid pass laws.</p> <p><u>UN</u></p>	 <p>World Down Syndrome Day 21 March</p> <p>Advocating for the rights of people with Down syndrome</p> <p><u>UN</u></p>	 <p>World Autism Acceptance Week TBC 2025</p> <p>An opportunity to get involved in helping to create a society that supports autistic people.</p> <p><u>UN</u></p>	 <p>International Transgender Day of Visibility 31 March</p> <p>Celebrating trans and non-binary people and aiming to raise awareness of discrimination faced by trans and non-binary people worldwide.</p>	 <p>Stress Awareness Month April</p> <p>Increasing public awareness about both the causes and cures for our modern stress epidemic.</p> <p><u>Stress Management Society</u> <u>Supporting our NHS people</u></p>	 <p>Lesbian Visibility Day April 26, 2025</p> <p>Recognises and celebrates the contributions of lesbians.</p>
 <p>National Walking Month May</p> <p>Encourages people to walk more throughout May.</p> <p><u>Living Streets</u></p>	 <p>International Day of the Midwife May 5, 2025</p> <p>A day to celebrate midwives and showcase key stories from your nursing workforce in your organisation.</p> <p><u>International Confederation of Midwives</u></p>	 <p>World Hand Hygiene Day May 5, 2025</p> <p>Aiming to prevent healthcare-associated sepsis through hand hygiene and infection prevention and control action.</p> <p><u>WHO</u></p>	 <p>Deaf Awareness Week 5-11 May 2025</p> <p>The aim of Deaf Awareness Week is to raise awareness of hearing loss in the UK and its impact on people's lives.</p> <p><u>Deaf Awareness Week</u></p>	 <p>International Nurses Day May 12, 2024</p> <p>A day to celebrate nurses and showcase key stories from your nursing workforce in your organisation.</p> <p><u>International Council of Nurses</u></p>	 <p>National Day for Staff Networks May 14, 2025</p> <p>The national day for staff networks aims to encourage collaboration, support aligned activity and further inspire the voice of network members.</p> <p><u>National Day for Staff Networks</u></p>	
 <p>Global Accessibility Awareness Day May 15, 2025</p> <p>To get everyone talking, thinking and learning about digital access and inclusion, and the more than One Billion people with disabilities/ impairments.</p> <p><u>Global Accessibility Awareness Day</u></p>	 <p>National Numeracy Day May 18, 2025</p> <p>Led by National Numeracy, this day involves different activities and events to encourage everyone to build their confidence with numbers.</p> <p><u>National Numeracy</u></p>	 <p>Clinical Trials day May 20 2025</p> <p>Celebrating the dedication and skills of those who carry out clinical trials.</p> <p><u>Clinical Trials Day</u></p>	 <p>International Human Resources Day May 20, 2025</p> <p>An international day of recognition for all the hardworking HR and people professionals around the world.</p> <p><u>International Human Resources Day</u></p>	 <p>World Pre-Eclampsia Day May 22, 2026</p> <p>A day raising awareness of the impact and causes of pre-eclampsia.</p> <p><u>Pre-eclampsia Day</u></p>	 <p>Dying Matters Awareness Week TBC May 2025</p> <p>A week to encourage all communities to have open conversations about dying.</p> <p><u>Dying Matters Awareness Week</u></p>	

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>)



Volunteers' Week 2-6 June 2025

The NHS is supported by around 2 million volunteers every year and most NHS organisations celebrate their contribution during National Volunteers' Week.

[Volunteers' Week](#)



Bike Week 10-18 June 2025

Encouraging people to get out cycling and switch to cycling as the best way to get around.

[Cycling Week](#)



BNF Healthy Eating Week 9-13 June 2024

Have 5 A Day; Drink plenty; Get active; and try something new.

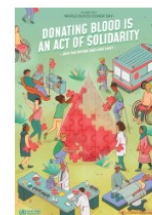
[British Nutrition Foundation](#)



Men's Health Week 9-15 June 2025

Led by the Men's Health Forum to raise awareness of preventable health issues and encourage men and boys to seek professional advice for health-related problems.

[Men's Health Forum](#)
[Suicide prevention](#)



World Blood Donor Day 14 June

Raising awareness of the need for safe blood and blood products and to thank voluntary, unpaid blood donors for their life-saving gifts of blood.

[Give Blood](#)



Learning Disability Week 16-22 June 2025

Raising awareness about the issues that are important to people with a learning disability and their families and carers.

[Mencap](#)



UK Windrush Day 22 June

Marking the anniversary of the arrival of MV Empire Windrush at the Port of Tilbury, near London, on 22 June 1948.

[UK Windrush Day](#)



National Clean Air Day TBC June 2025

A chance for the whole country to come together and improve air quality through collective action.

[Clean Air Day](#)

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.

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Live Well www.livewell.cheshirewestandchester.gov.uk Cheshire West

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](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 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 the 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
- Vaccination Clinic support

**Join our
PPG mailing list!***

Have a question for the PPG? They can be contacted by email at boughtonppg@gmail.com

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

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

***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.

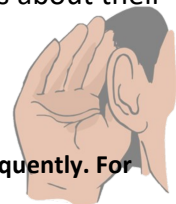
Visit the practice's social media pages to find out more information.

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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