



# NEWSLETTER



Spring Newsletter 2026

## HOW TO GET IN TOUCH WITH US:



### 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. Patches is not to be used for urgent clinical matters.



### Our 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 including change of personal details.



### Call us

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.

## EASTER Opening Hours

There are a couple of bank holidays coming up, and we will be closed on the following dates:

Friday 3<sup>rd</sup> April 2026  
Monday 6<sup>th</sup> April 2026  
Monday 4<sup>th</sup> May 2026  
Monday 25<sup>th</sup> May 2026

If you need medical assistance on the days we are closed, please contact NHS 111.

Carers Week  
8<sup>th</sup> to 14<sup>th</sup>  
June

patches

Contact Your GP Online



NHS  
England

You & Your  
GP Practice

## Digital Drop-In Sessions

We are very proud to offer our patients a 'digital drop-in' service. This enables patients to attend for one of the following sessions for support on all things digital which includes the NHS app, Patches and more!

The next dates are:

- Wednesday 22nd April
- Wednesday 20th May
- Friday 19th June

All sessions will be held 10am-12pm



Mental Health  
Awareness Week  
11<sup>th</sup> to 17<sup>th</sup>  
May



### What can your local pharmacy help with?

- Sinusitis
- Sore Throat
- Earache
- Insect Bites
- Impetigo
- Shingles
- UTI's
- Other minor ailments
- Contraception

No need to wait for an appointment!

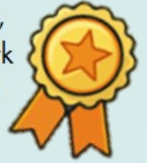
parkrun

Join us every saturday at  
the Countess of Chester  
Country Park!





We're incredibly proud of the team at Boughton Health Centre. Every member goes above and beyond, working tirelessly to support our patients and each other. These figures highlight just a portion of the work carried out over the past year—and they don't even capture everything our team does day in, day out.



## Lets have a look into our appointment figures for 2025...

Total Face-to-Face GP appointments had: <b>37,166</b>	Total GP telephone appointments had: <b>6,153</b>	Home Visits: <b>451</b>
Total Face-to-Face Nurse appointments had: <b>8,098</b>	Total Nurse telephone appointments had: <b>2,754</b>	Blood Test appointments: <b>3,218</b>
Total Paramedic appointments: <b>2,613</b>	Total Physiotherapist appointments: <b>2,835</b>	Total Mental Health appointments: <b>435</b>
Total Medications issued: <b>198,161</b>	New patient registrations processed: <b>1,327</b>	Fit Notes issued: <b>1,744</b>
Total Referrals (external) completed: <b>3,264</b>	Total Referrals (internal) completed: <b>135</b>	Appointments booked online by patients: <b>4,197</b>

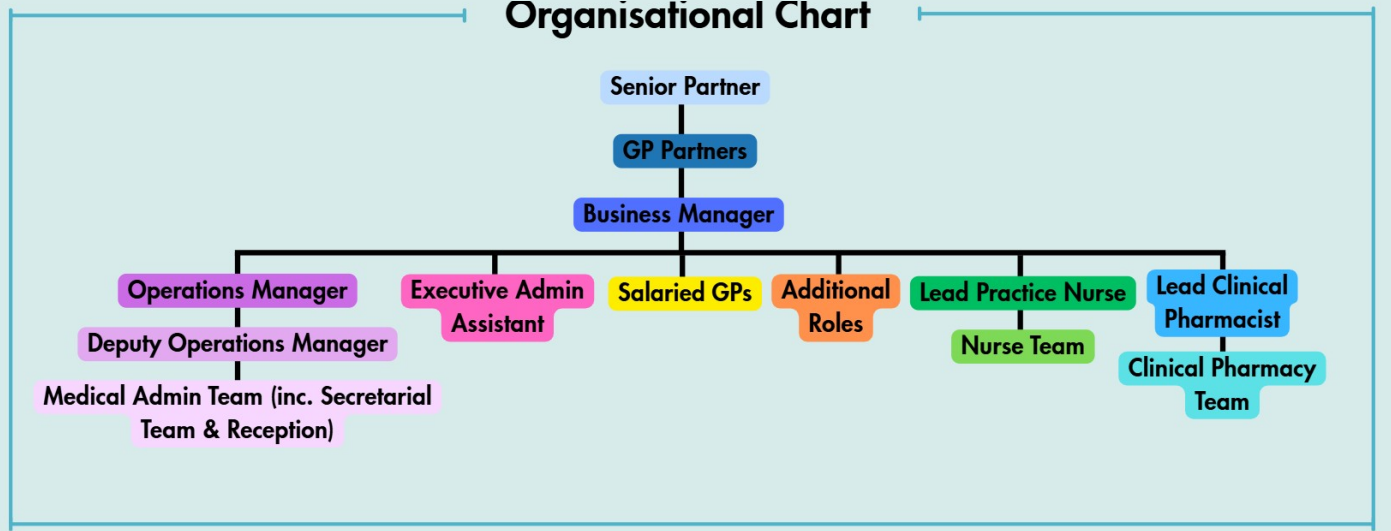
Total DNA (Did Not Attend) Figures for 2025: **1,591**

This is 1,591 appointments that could of been offered to other patients.

## Our Practice Team is here to help you!

Here is a brief run-down of the staff groups at Boughton Health Centre

### Organisational Chart





# COVID-19

# SPRING

# BOOSTERS

Some patients may also be eligible for an RSV vaccine. Ask us for more info!

Eligible patients will be contacted via text message with a link to book their own appointment. Or, as always, you can call and speak to a member of our admin team!

## Book Now

### Who's eligible?

Patients aged 75+, or those aged 74 turning 75 before the end of June 2026 are eligible for the COVID booster.

Patients aged 18-74 who are immunosuppressed due to illness, treatment or medication are eligible for covid only.

This campaign is aimed specifically at those who are most at risk of becoming seriously ill should they contract COVID.



**Boughton**  
HEALTH CENTRE

Have you checked whether your next holiday destination requires you to have certain vaccinations?

Visit: [fitfortravel.nhs.uk](https://fitfortravel.nhs.uk) or [gov.uk/foreign-travel-advice](https://gov.uk/foreign-travel-advice)

If you need extra vaccinations before you travel, please complete our pre-travel questionnaire at least 8 weeks prior to your date of travel. We will then be in touch with more info!





## MenACWY

protects against four deadly strains of meningitis and septacemia

## MMR

protects against Measles, Mumps and Rubella

## HPV

protects against the virus causing cervical cancer, head & neck cancers and genital warts. Available to both female & male patients!

## YOUNG PEOPLE NEED THEIR VACCINATIONS TO PROTECT THEM AGAINST SERIOUS ILLNESSES!

Keep reading to find out about the important vaccinations available to young people



If you are not up to date with your vaccinations, or are unsure if you are outstanding any vaccinations - contact us via telephone or Patches!

## GET VACCINATED



## ATTENTION!

Some of us may be entitled to other vaccinations! For those of us who are immunosuppressed, have a long-term health condition or pregnant, please read on...



### Pneumococcal vaccine

Ages 65 and over (one dose).

#### Diseases protected against:

The pneumococcal vaccine helps protect against serious illnesses like **pneumonia**, **sepsis** and **meningitis**.

It can also help protect against other illnesses such as **sinusitis** and **ear infections**.

### Shingles vaccine

Ages 70 to 79 (or people aged 50 and over with a severely weakened immune system).

From 1 September 2023, you can be eligible for the shingles vaccine when you turn 65. If you turned 65 before 1 September 2023, you'll be eligible for the shingles vaccine when you turn 70.

#### Diseases protected against:

The shingles vaccine helps protect against **shingles**. Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness.

### Flu vaccine

Aged 65 years and over (given every year after turning 65 during flu season).

#### Diseases protected against:

The flu vaccine helps protect against **flu**, which can be a serious or life-threatening illness.

It's offered every year to people at higher risk of getting seriously ill from flu.

### RSV (Respiratory syncytial virus)

You can get a free RSV vaccination if you were aged between 75 to 79 on 31 August 2024. You will remain eligible until 31 August 2026.

#### Diseases protected against:

Protection against RSV – a common respiratory virus that causes coughs and cold-like symptoms.

RSV can be more serious for older adults and lead to illnesses such as **pneumonia** and **bronchiolitis**.

# OUR MENTAL HEALTH IS IMPORTANT

Mental health is the state of emotional, psychological, and social well-being that affects how we think, feel, and act, and it's crucial for handling life's challenges and making choices. It's a spectrum that can fluctuate, and while everyone has mental health, when it is poor, it can disrupt daily life.

This can manifest as distress or a struggle to cope with daily activities, and conditions like depression, anxiety, and stress are common issues that can be managed with professional help and self-care practices.

## IT'S LIKE PHYSICAL HEALTH:

Just as everyone has physical health, everyone has mental health, and both can fluctuate. It's normal to have ups and downs, but when feelings of stress or sadness become overwhelming and persistent, it's a sign to seek help.

#D7EBEB

## TALK TO SOMEONE:

Talking about your feelings can make a big difference. You can talk to a doctor, a healthcare professional, or a trusted person in your life.



## IT'S OKAY TO ASK FOR HELP:

Don't wait until you hit rock bottom. If poor mental health is affecting your daily life for several weeks, it's important to seek help.

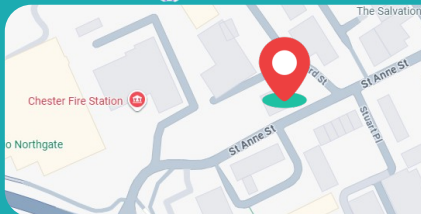
## CONSIDER PROFESSIONAL HELP:

Mental health care professionals can help you manage conditions like depression, anxiety, and other disorders.

## WHERE TO FIND HELP:



Spider Project  
Café 71



### OPENING HOURS

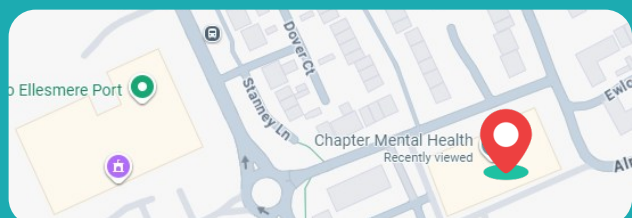
10am to 1pm  
DAILY  
365 DAYS A YEAR

01244 393 139

[enquiries.chester@spiderproject.org.uk](mailto:enquiries.chester@spiderproject.org.uk)

chapter

POSITIVE ABOUT MENTAL HEALTH



01244 344 409

[info@chaptermentalhealth.org](mailto:info@chaptermentalhealth.org)

## URGENT MENTAL HEALTH SUPPORT:

If you need help for a mental health crisis or emergency, you should get immediate expert advice and assessment.

 111 ONLINE

 CALL 111 OPTION 2



## FREE LISTENING SERVICES:

These services offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

♥ Call 116 123 to talk to SAMARITANS or email [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours.

♥ Text 'SHOUT' to 85258 to contact the SHOUT CRISIS TEXT LINE or text 'YM' if you're under 19 years old



BOUGHTON HEALTH CENTRE, HOOLE LANE, CHESTER, CH2 3DP

TEL: 01244 325 421



[WWW.BUGHTONHEALTHCENTRE.CO.UK](http://WWW.BUGHTONHEALTHCENTRE.CO.UK)



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Use **patches** for  
non-urgent medical queries or symptoms

**AVOID THE 8AM TELEPHONE RUSH!**

**patches** is an interactive smart system, that is able to ask relevant questions to your medical query/symptoms.

You may also be prompted to complete a questionnaire.

You can upload photos/documents if necessary.

Your request will be responded to within 1 working day!



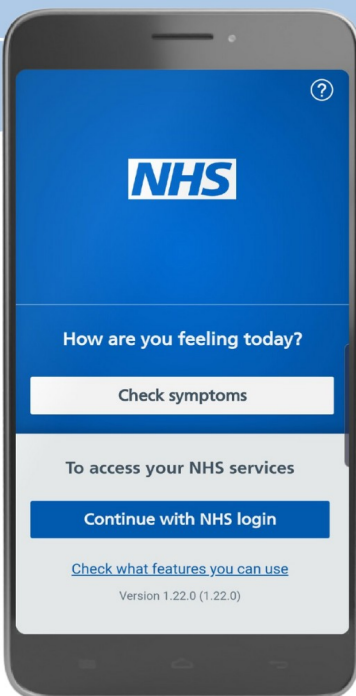
You can also use **patches** to request repeat prescriptions, and sick notes/sick note extensions.

Why use **patches**?

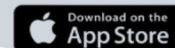
- **Save time** - No more frustrating waits trying to get through via your GP practice's phone line.
- **Get help** - let your GP know about your problem in your own words.
- **Better access** - Communicate accurately in your own language.
- **Manage your health** - request health advice, fit notes, prescription medication and more.
- **Easy to use** - Create a Patches account on your phone or computer. **Although, you don't need to create an account to use Patches to message us!**

access via:

- our website
- 



- ✓ Book appointments at your GP practice
- ✓ Contact your GP practice about health problems and administrative requests
- ✓ Order repeat prescriptions
- ✓ Access a symptom checker and NHS 111
- ✓ Check the status of any referrals to secondary care
- ✓ Check your medical records
- ✓ Link profiles for people you care for
- ✓ Find NHS Services near you including flu vaccination clinics
- ✓ Register your organ donation decision



Join the **33.6 million** people using the NHS App!



# FOLLOW US ON SOCIAL MEDIA!



@boughtonhealthcentre

@Boughton Health Centre

@BoughtonHC



**Get practice updates  
and useful  
information that can  
help you find what  
you need, faster.**



# PPG NEWSLETTER

Welcome to 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 6 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.

## GOALS

The PPG has five main goals:

- 1 The PPG and practice have a shared understanding of the purpose and role of the PPG and how it fits with the practice.
- 2 The practice shares information with the PPG about its current services and plans for the future.
- 3 The language used by the practice in engaging with patients and the PPG is easy to understand.
- 4 Patients and carers are able to participate in PPG and practice activities.
- 5 The practice and PPG have identified agreed priorities for patient participation that inform and support the practice.



## WHY JOIN OUR PPG?

Our PPG is important to us! They are our 'critical friend' and give us advice on that our patients want. We'd love to hear from more of our patients - click this link to join our PPG!

**JOIN US!**

## PPG LISTENING TABLE

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

**COME & SAY  
'HI!'**



## PROJECTS WE HAVE HELPED YOUR PRACTICE WITH:

- Updating the practice signage
- Practice Leaflet updates
- Practice Newsletters
- Digital Drop-In Sessions
- Noticeboards
- NHS App promotions
- Youth PPG
- Virtual PPG



## PRACTICE FEEDBACK:

"We are very grateful to our PPG for all their continued support and assistance with our ongoing practice projects. We feel they really help give us the 'patient's perspective' of the practice, and their feedback is invaluable."

Have a question for our PPG Core Group? 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.

DIGITAL DROP-IN SESSION

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

See the practice social media pages for more info.

BOUGHTON HEALTH CENTRE, HOOLE LANE, CHESTER, CH2 3DP TEL: 01244 325 421



[WWW.BUGHTONHEALTHCENTRE.CO.UK](http://WWW.BUGHTONHEALTHCENTRE.CO.UK)



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