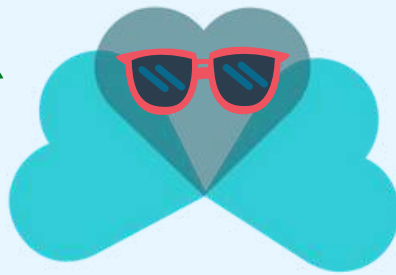
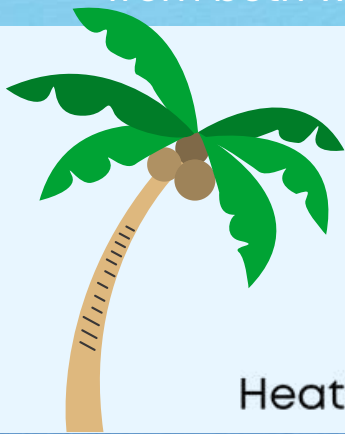


# HEATH LANE MEDICAL CENTRE SUMMER 2025 NEWSLETTER

Hello and welcome to the latest edition of Heath Lane Medical Centre's quarterly newsletter! As always, we aim to keep you up to date with news and advice from both within and outside of the practice.



Heath Lane Medical Centre



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<https://www.facebook.com/HeathLaneMC>



<https://www.instagram.com/heathlanemc/>

### Bank Holiday 2025

- Friday 25th August 2025
- Thursday 25<sup>th</sup> December 2025
- Friday 26<sup>th</sup> December 2025

Please remember to order your prescription in time, it takes up to 2 working days to process prescriptions.

### Staff Training Dates

- 16<sup>th</sup> July
- 9<sup>th</sup> September
- 8th October



The surgery will be closed for staff training on these days from 1pm, we will reopen at 8am the following day.

NHS 111 will be available to assist you while we are closed.

Did you know that we have a Facebook and Instagram page?

You can click on the icon to be taken through to our page!

We share lots of useful information and practice updates on our page as well as our website.





## Missed Appointments

Please remember if you cannot attend your appointment, to contact us to cancel it ASAP. Your appointment could be offered to another patient who urgently needs help.

Between 1st March and 31st May there were **161** missed appointments 27 hours of appointments lost across the whole clinical team.



## Here is how our practice has been supporting patients

From 1st March till 31st May:

- Number of appointments booked - 9,733
- Number of new registrations - 152
- Number of prescriptions issued - 3,991
- Number of referrals done - 603
- Number of blood test requested - 1,842

## **Patient Feedback**

**We always welcome feedback from our patients, here are a few comments we have received over the past few months:**

- “Helpful, polite and understanding staff member at the reception while booking the appointment. Dr Fryar explained everything in an informative and patient manner. I felt reassured and well-looked after. Very satisfied with the care provided.”
- “Always very friendly and polite. Whoever I see or speak to puts me at ease. Can't fault the service at the surgery.”



## Alcohol Awareness Week

Around 10 million of us are regularly drinking alcohol in ways that can harm our health and wellbeing. From headaches, hangovers and sleepless nights to lower productivity and symptoms like anxiety and depression worsening over time, alcohol can affect us in so many ways.

If you're worried that you're drinking too much, there's support available. There are lots of different types of alcohol support, finding the right one is an individual choice and what works for some people, will not always work for others.

Alcohol treatment is available as a free service, provided by either the NHS or charities. You don't have to pay privately, although this option is available too.

For more information, support and tips how to cut your drinking please visit: <https://alcoholchange.org.uk/>

## How much should I be drinking?

Max per week:



**14** single measures of spirit (25ml) 40% ABV



**6** glasses of wine (175 ml) 13% ABV



**6** pints of ordinary strength beer or cider (568ml) 4% ABV

**ALCOHOL**  
**CHANGE<sup>UK</sup>**



## Sunscreen and sun safety

Sunburn increase your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.

Reflected sunlight from snow, sand, concrete and water, and artificial light from sunbeds, is particularly dangerous without proper eye protection can cause a temporary but painful burn to the surface of the eye, similar to sunburn. Avoid looking directly at the sun, as this can cause permanent eye damage so remember to protect your eyes in the sun.

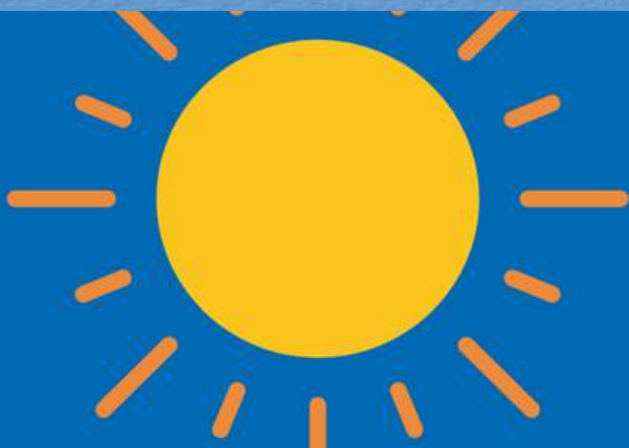
### **Sun safety tips**

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Make sure you:

- spend time in the shade between 11am and 3pm
- never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 30 sunscreen

Please visit: [www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/](http://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/)



## **Enjoy the sun safely**

- Spend time in the shade between 11am and 3pm
- Cover up with suitable clothing and sunglasses
- Take extra care with children
- Use at least factor 30 sunscreen.

## High Blood Pressure

High blood pressure (also called hypertension) can lead to serious problems like heart attacks or strokes. But lifestyle changes and blood pressure medicines can help you stay healthy.

High blood pressure is very common, especially in older adults. There are usually no symptoms, so you may not realise you have it.

Things that increase your chances of having high blood pressure include:

- your age – you're more likely to get high blood pressure as you get older
- having close relatives with high blood pressure
- your ethnicity – you're at higher risk if you have a Black African, Black Caribbean or South Asian ethnic background
- having an unhealthy diet – especially a diet that's high in salt
- being overweight
- smoking
- drinking too much alcohol
- feeling stressed over a long period

For more information please visit: <https://www.nhs.uk/conditions/high-blood-pressure/>



### Over 40? You need to know your blood pressure

High blood pressure can increase your risk of having a heart attack or stroke.

Knowing what your numbers mean could save your life.



Talk to us, or for more information visit  
[nhs.uk/bloodpressure](https://nhs.uk/bloodpressure)





## Hayfever

Hayfever is a common allergy that causes sneezing, coughing or itchy eyes. There are things you can do to help your symptoms, or medicines you can take to help.

Symptoms of hayfever include:

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes or skin
- itchy throat, mouth, nose and ears
- loss of smell
- pain around the sides of your head and your forehead
- headache
- feeling tired

Symptoms are usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Speak to a pharmacist if you have hayfever. they can give you advice and suggest the best treatments to help with symptoms, such as:

- antihistamine drops, tablets or nasal sprays
- steroid nasal sprays

For more information please visit:

<https://www.nhs.uk/conditions/hay-fever/>

**For help with hay fever,  
visit your local **pharmacy.****

**Prescription  
£9.65**



**Pharmacy  
£3.00**



**Save yourself time and money.**



## Tick bites

If you have a tick bite, you should remove the tick as soon as possible. This helps to reduce the risk of getting a tick-borne infection like Lyme disease.

A small number of ticks carry the bacteria that can cause Lyme disease. Lyme disease is a bacterial infection that causes a pink red circular rash to develop around the area of the bite, can appear up to 3 months after being bitten by an infected tick.

Being bitten doesn't mean you'll definitely be infected. It's important to be aware of the risk and speak to a GP if you start to feel unwell.

For more information please visit:

<https://www.nhs.uk/conditions/lyme-disease/>

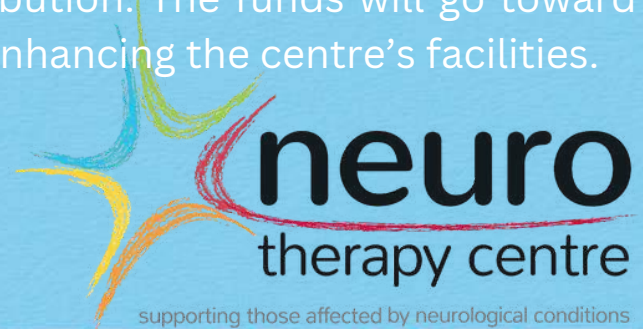




## Local Gardener

Greg from Patient Participation Group (PPG) has successfully raised an impressive £1,250 for the Saltney Neuro Centre through the sale of homegrown tomato plants.

The Saltney Neuro Centre, which offers vital support and therapies to those living with neurological disorders, expressed deep gratitude for Greg's contribution. The funds will go toward improving patient services and enhancing the centre's facilities.



## Bee-Friendly Garden

Exciting plans are underway for a new rewilding and bee-friendly garden set to take shape this autumn! Our aim is to create a vibrant, natural space that supports local wildlife—especially our vital pollinators like bees and butterflies.

The garden will feature native wildflowers, nectar-rich plants, and natural habitats that encourage biodiversity and help restore balance to our local ecosystem.

We're still collecting seeds throughout the summer, and we welcome contributions from anyone who has native flower seeds to share. Every little helps in making our garden bloom!





## Diazepam for Flight Anxiety.

Many people approach their GP practice asking for diazepam to help with fear of flying, or to sleep during a flight. There are several good reasons why prescribing diazepam is not recommended, and as a result we will no longer prescribe diazepam for patients who wish to use this for a fear of flying.

Diazepam in the UK is a Class C/Schedule IV controlled drug. We have outlined below the reasons we will no longer be prescribing it for fear of flying.

If flying makes you anxious, you're not alone and help is available. Fear of Flying courses are designed to help nervous flyers overcome their anxiety and feel more confident in the air.

Courses are available at:

- Easy jet <https://www.fearlessflyer.easyjet.com/?easyjetstaff=true>
- British Airways <https://flyingwithconfidence.com/>
- Virgin Atlantic <https://flywith.virginatlantic.com/gb/en/wellbeing-and-health/flying-without-fear.html>





## NHS App

The NHS App allows you to access a range of NHS services, you must be aged 13 or over and registered with a GP surgery in England to be able to register.

The NHS App enables people to:

- Order repeat prescriptions and set or change their nominated pharmacy
- Book and manage some appointments, including hospital appointments
- View your GP health record to see information like your allergies and medicines
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number
- Get health information and advice

For more information please visit: [nhs.uk/nhs-app](https://nhs.uk/nhs-app)

Download the app here:



**Members of our Patient Participation Group will be running some drop-in sessions over the coming months to help patients get set up with using the NHS App. Keep an eye out on social media for upcoming session information.**



### Are you a carer?

Do you have a carer or are you someone that cares for a spouse, family member or friend?

There are many unpaid carers in our community who have not been identified, usually because they do not see their role as 'a carer' and are therefore not aware of the services and support available to them.

If you have someone that cares for you, or you are a carer, please ask our reception team for a Carers' information leaflet.

**"We need your feedback"**

### The NHS Friends and Family Test



Your feedback will help us learn more about what you think of your experience at our surgery – what do you like and what do you think we could improve?

Ultimately, you're helping us make changes to ensure we can offer the best possible care.

You can find our 'Friends and Family Test' by clicking [here](#)

### Military Veteran's (Ex- Armed Forces)

Heath Lane Medical Centre is an accredited Veteran Friendly GP practice. We are proud to support our Armed Forces community. If you are a veteran patient, please let us know that you have served so that we can make sure that we understand your health needs.

The Veteran Friendly Practices accreditation scheme is run by the Royal College of General Practitioners in partnership with NHS England and NHS Improvements.



**Armed Forces veteran  
friendly accredited  
GP practice**