

Heath Lane Medical Centre

Spring Newsletter 2020

Heath Lane , Boughton Heath , Chester , CH35UJ

Telephone: 01244563105

www.heathlanemedicalcentre.co.uk

“Our aim is to help you live a *healthy life*.

We will do this with **respect**, a  and a POSITIVE ATTITUDE”

Dear Patient,

Welcome to the Heath Lane Medical Centre Newsletter. Here you will find information about some of our services and news about surgery developments. All the staff, doctors and nurses are committed to providing excellent patient care and we value your feedback on how we are doing.

One way to give us feedback is by filling in one of the ‘Talk to Us’ forms that you can find on the Patient Services desk. You can also email the surgery on:

heathlane.reception@nhs.net or you can fill in a feedback form by visiting our website at: www.heathlanemedicalcentre.co.uk.

Our website contains lots of information about the surgery including latest developments in our services. You may wish to check out our Facebook page. This is updated on a regular basis giving insight into various campaigns and letting you see what we do here as a team.

Sandra Smith

Practice Manager

Coronavirus (COVID-19) Update

Heath Lane Medical Centre prioritises the safety of patients and staff at all times and especially during this Pandemic.

During this time the services provided by Heath Lane Medical Centre will remain vital, particularly to our most vulnerable patients, albeit with alterations or delivering them in a different way. Our approach is clinically-led and based on expert advice from the UK's Chief Medical Officer for England, the NHS and Public Health England. We have adopted a telephone-led triage service including telephone consultations with GP's and ANP's. Patients are not permitted to enter the medical centre,. However, exceptions will be made for urgent and necessary appointments by prior arrangement. This is national guidance to reduce the risk of viral transmission to vulnerable patients and care staff.

The delay phase of the response to COVID-19 has been described as a marathon and not a sprint and will not be over in a matter of days or a short number of weeks. The most common symptoms of coronavirus (COVID-19) are recent onset of:

- **new continuous cough;**
- **and/or high temperature.**

For most people, coronavirus (COVID-19) will be a mild infection. If you have symptoms of coronavirus infection, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. Do not book a GP appointment or attend the Medical Centre.

If your symptoms are serious, or get worse, NHS 111 has an online coronavirus service that can tell you if you need further medical help and advise you what to do [here](#).

This action will help protect you and others in your community whilst you are infectious.

We hope you will understand the decisions made and would like to thank your understanding at this time.

Spring Health Campaign

This spring, the practice would like to highlight the important issue of self-care and bring awareness to conditions that the majority of patients can treat without an appointment as well as the variety of other services you can utilise in the community!



Self care

A range of common illnesses can be treated with a well stocked medicine cabinet or plenty of rest.



NHS 111

Call NHS 111 free if you need medical help advice, but it is not a 999 emergency.



Pharmacy

Provides local confidential, expert advice and treatment for a range of common illnesses.



GP

For expert medical advice, medical examinations and prescriptions for illnesses.



Minor injury unit/urgent care centre

Offers access to a range of treatment for minor illnesses and injuries, including broken bones.



Emergency Department or 999

These services should be used in an emergency, a critical or life-threatening situation.

CONDITIONS SUITABLE FOR SELF CARE

Acute sore throat	Conjunctivitis
Coughs & colds	Cradle cap
Dandruff	Diarrhoea (adults)
Dry/sore tired eyes	Earwax
Excessive sweating	Haemorrhoids
Head lice	Indigestion and heartburn
Infant colic	Infrequent cold sores
Infrequent constipation	Infrequent migraine
Insect bites & stings	Mild acne
Minor burns & scalds	Mild cystitis
Mild dry skin/sunburn	Mild irritant dermatitis
Mild/moderate hay fever	Minor pain, discomfort & fever
Mouth ulcers	Nappy rash
Oral thrush	Prevention of tooth decay
Ringworm/athlete's foot	Sun protection
Teething/mild toothache	Threadworms
Travel sickness	Warts & verrucae

Self-Help Directory— Here at Heath Lane Medical Centre we have created a "Self-Help Directory", This useful self-help tool is a guide of local/regional and national services that staff can use to signpost patients in the right direction. The self-help directory has a vast wealth of information regarding Charities and organisations that may be useful to patients. Please feel free to utilise this service by talking to our Patient Services/Clinical Team who will be more than happy to help point you in the right direction.

Self Care

Patient Participation Group

The Patient Participation Group (PPG) is a group of patients who work in partnership with practice staff and GP's to help the practice operate as effectively as possible in providing medical services to Heath Lane patients. We meet with practice staff about four times a year and discuss a wide range of topics (minutes of our meetings are on the Practice website under "PPG" and on a notice board by the Reception Desk).

The PPG also carry out various projects to help the surgery. For example, we undertake surveys where we randomly interview patients in the practice waiting room to obtain views on how the practice is performing in meeting their healthcare needs. We analyse the results and present a detailed report on our findings to the Practice Management Team. You may have been approached by us!

We find there is generally a high level of satisfaction with the Surgery.

Details of our findings, responses and actions proposed by the Practice are published on the website under "survey results."

More recently, as we are keen to expand our group, we have launched a 'Virtual PPG Group'. We recognise that everyone leads busy lives and it is often difficult to come along to meetings. Why not consider joining us? You can express opinions and hear about planned changes not just in our medical centre but also other aspects of our local NHS services. Minutes from the quarterly PPG meetings will be forwarded to members who are still most welcome to attend meetings.

So, why not join us and give yourself a voice to influence the direction of your practice? If you are interested in joining our Virtual PPG Group you will need to supply us (the PPG) with your email address. By supplying your email address, you are confirming that you are happy to receive and post emails to the Heath Lane PPG via heathlaneppg@googlegroups.com. You can unsubscribe at any time and your details are confined only to the group and shared only within the group.

You can join us by either filling in a form which can be found in the surgery or by sending an email to managerhlmcppg@gmail.com.

The next full meeting of the PPG will take place on Wednesday 29th April 2020 at 3.30pm.

If you would like to contact the PPG with a view to joining the group, to ask a question, raise an issue, comment on the survey results or make a suggestion, you can email us at managerhlmcppg@gmail.com.

Alternatively, you can write to the PPG via Patient Services who will pass your letter on to the Chairperson. If your issue needs discussion at one of the PPG meetings you would be welcome to attend.

Your PPG Contacts are:

Mr Greg Yates (Chairperson)

Mrs Marion Fellows (Vice Chairperson)

Mr Ian Gould (Secretary)

Mr Rob Beacham (Virtual Group administrator)

Useful Information

Evening or Weekend Appointments

Are you aware that you can pre-book routine GP and Nurse Appointments up to 2 weeks in advance during evenings and weekends?

The Extended Hours Service is situated at various locations in Chester and Cheshire including a clinic at the Countess of Chester Hospital with **Free Parking** and easy access.

Extended hours appointments offer greater flexibility that may suit your individual needs and include GP, Nurse, Dressings, Phlebotomy and Physio First Appointments, all of which may be booked by contacting us at the surgery or calling the service directly on 0300 123 7743.

Extended hours Service clinics times are:

Monday – Friday 6.30pm – 9.30pm

Saturday & Sunday 9am – 6pm

Bank Holidays 9am — 2pm

****Opening times may vary at individual locations****

2019/2020 Flu Campaign

We have now come to the end of another successful flu vaccination campaign. Please keep your eyes peeled on our social media, website and in surgery for details of our next flu campaign that will commence in the autumn of 2020!

EPS Electronic prescribing service

EPS enables prescribers (such as GPs and Advanced Nurse Practitioners) to send prescriptions electronically to a pharmacy of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff. For more information please contact Patient Services on 01244 563105 or speak to your local pharmacy.

Staff Training Dates

The surgery will be closed (no reception service or prescription collection) between 12:30 and 17:00 on the dates given below. This is for staff training and development.

Wednesday 25th March

Wednesday 15th April

Wednesday 13th May

If you require urgent medical advice during the above times please call the surgery number and a member of our team will be available to help.

Bank Holidays Closures

Friday 10th April (Good Friday)

Monday 13th April (Easter Monday)

Friday 8th May (Early May Bank Holiday)

Monday 25th May (Spring Bank Holiday)