

Heath Lane Medical Centre

Autumn 2022 Newsletter

Welcome to our latest Newsletter where we aim to provide updates on some of the areas that will be of most interest to patients. It has been a busy year in General Practice, and we have now entered both the Flu Vaccination and Covid Booster Season. The practice has been able to start looking forward following the Covid Pandemic and is beginning to reintroduce the activities that were undertaken before, such as the Patient Participation Group. We do appreciate there is still a delay and heightened demand for many of our services and the practice is looking for innovative ways to support you.

Autumn/Winter Seasonal Vaccination Programme (Flu and COVID-19 Vaccinations)

Autumn Vaccination season is well underway at Heath Lane Medical Centre we have already completed three out of our four Saturday vaccination clinics where **1180** patients have been vaccinated against COVID-19 and Seasonal Influenza!

The next clinic date is:

- **5th November 09.00 – 12:30**

The Joint Committee for Vaccines and Immunisations (JCVI) have advised NHSE that it is safe to have both vaccinations at the same time. However, if you wish to have these vaccinations separately or on an alternative date, please speak with our Patient Services Team.

The programme prioritises patients at the highest risk first. The Practice will be inviting patients via text, email and telephone calls so it is vital that we have your correct contact details on record. If you need to make any amendments to the details we hold for you, you can click [here](#) to fill in the "change of contact details" form or alternatively you can contact a member of our Patient Services team on 01244 563105 who will be more than happy to make the amendments for you.

Please support the practice by having all your vaccinations at the surgery.

Extended Access

Heath Lane Medical Centre will now be offering the Enhanced Access services on a Monday evening from 18:30 - 20:00 and on a Wednesday morning 7:15am - 8:00am.

During this time, we will be offering additional appts with a:

- GP
- Advanced Nurse Practitioner
- Clinical Pharmacist
- Practice Nurse
- Health Care Assistant

Additional appointments are available to book on Fridays (6:30pm - 8pm) and Saturdays (9am - 5pm) at the Chester Hub which is currently at Garden Lane Medical Centre, where they can offer a range of nursing and GP appointments. This means you will be required to attend an alternative practice for your appointment.

Community Pharmacy

We are participating in a new approach to improve access for patients to GP appointments. The aim is to direct patients (between 18-75 years) to the most appropriate healthcare professional, which may be a GP or a pharmacist. If your symptoms could be resolved by a booked consultation with the pharmacist instead of the GP, you will be referred to one of our local pharmacies by our receptionists. The local pharmacist will then contact you to book an appointment with them, which will most likely be on the same day. The local pharmacists are highly trained and skilled clinicians experienced in treating minor illnesses.

This will also help us to free up GP appointments for people with more complex health needs and ensure that everyone gets treated at the right time, by the right health care professional.

Mental Health Practitioner

Patients registered at Heath Lane Medical Centre can book appointments directly with an inhouse Mental Health Specialist who works at the Practice once a week – if you feel you would benefit from this service please contact our Patient Services team on 01244 563105 who will be able to book an appointment for you.

Travel Vaccinations

The Practice provides a comprehensive Travel Clinic that includes general travel health advice, malaria prevention advice and immunisation recommendations.

A few of the travel vaccinations are not provided by the NHS and therefore the patient will need to pay for the vaccination/s before we order them in. Fees for all private services are available from Reception or the Practice Nurse. Payments can be made by either cheque, or cash. **Please note we do not have the facility to accept debit/credit cards**



Staff Training Dates (Protected Learning Time)

Approximately once a month, all practices within Cheshire close for an afternoon for staff training.

These afternoons provide a vital opportunity for clinical updates, in-house training, and working alongside other practices and organisations.

We will next be closed for staff training from 12.30pm on the afternoons of:

- **Tuesday 23rd November**



Food Bank Update

Heath Lane Medical Centre is a West Cheshire Foodbank collection point!! We have allocated an area in our foyer where donations can be made. Once the basket is full, we will contact the food bank to arrange a collection.

The food bank regularly releases a list of items they need the most, click the link [here](#) to see their "shopping list"

Thank you in advance for your support/donations 😊



Did you know that we have a Facebook page? You can click on the Facebook 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.

Repeat Prescription

Please allow **48 hours (2 full working days)** for prescriptions to be processed if you have handed it directly to the practice. Please remember to take weekends and bank holidays into account.



Macmillian Coffee Morning A huge thank you to everyone who came along to our coffee morning on Tuesday 20th September, to all our helpers and bakers and everyone who couldn't come along but donated. We raised **£162** for Macmillan Cancer Support! 🍪🍰☕

HEATH LANE PATIENT PARTICIPATION GROUP (PPG)

Dear fellow patient, the PPG is a group of patients who work on a voluntary basis in partnership with practice staff and GP's'

The PPG helps the practice to focus on its aim of enabling patients to live a healthy life, let the practice staff and doctors know what patients would like or expect from them, implement and review the results of patient satisfaction surveys and to generally help the practice decide on their priorities for the year ahead and beyond.

While we are keen to expand our PPG, we recognise that we all lead busy lives and it is often difficult to come along to meetings (about 4 times per year at the medical centre). We have therefore extended our activities to 'go online' by creating a 'virtual' PPG group. Members can raise issues, discuss, and share ideas, learn about new initiatives and take part in our patient surveys that help to shape the future of your practice, just as if you were attending a conventional meeting.

So why not join to discuss your ideas, express opinions, and hear about planned changes not just in *your* medical centre but the NHS in general. Minutes from the quarterly PPG meetings will be forwarded to members who are also most welcome to attend meetings.

If you are interested in joining our virtual PPG group, you will need to supply us (the PPG) your e-mail address. By supplying your email address, you are confirming that you are happy to receive and post e-mails 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.***

Your e-mail address..... Your full name.....

Signature..... Date.....

You can e-mail the PPG at: heathlaneppg@outlook.com for further details or to raise an issue outside of the group (this e-mail goes to the chairman of the PPG).

Please return completed form to the receptionist or post to: The Secretary, Heath Lane PPG, Heath lane Medical Centre, Heath lane, Chester, CH3 5UJ