

HEATH LANE MEDICAL CENTRE SPRING 2023 NEWSLETTER

Hello and welcome to the latest edition of Heath Lane Medical Centre's quarterly newsletter!

The newsletter will be issued on a quarterly basis, in March, June, September and December. 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

Our aim is to help you live a healthy life.
We will do this with respect, a smile and a positive attitude.



Heath Lane, Boughton Heath, Chester, CH3 5UJ



heathlanemedicalcentre@nhs.net



www.heathlanemedicalcentre.co.uk

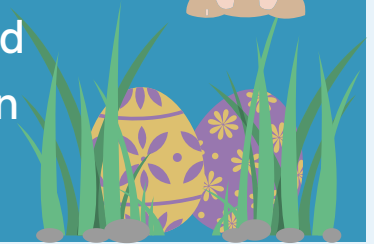


01244 563105



Easter 2023 Opening Hours

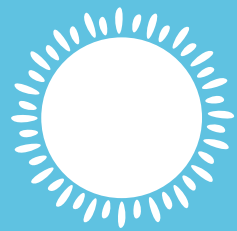
- Thursday 6th April - Open
- Friday 7th April - Closed
- Monday 10th April - Closed
- Tuesday 11th April - Open



May Bank Holiday Opening Hours



- Monday 1st May - Closed
- Monday 8th May - Closed
- Monday 29th May - Closed



Prescriptions may take up to 2 working days to process.
Please take this in to consideration over the Bank Holiday's.



Staff Training Dates

- Tuesday 18th April
- Wednesday 17th May



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

If you require urgent medical advice during the above times, please call the surgery number and you will be directed to the doctor on call.

Ovarian Cancer Awareness Month (March)

March is Ovarian Cancer Awareness Month, which aims to raise awareness to ensure women know the signs and symptoms to look out for. Ovarian Cancer is often diagnosed in its later stages, so raising awareness is crucial.

For further information regarding Ovarian Cancer click [here](#)



Stress Awareness Month (April)

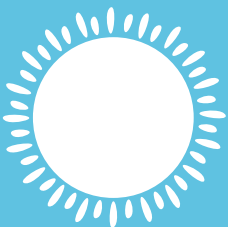
Stress Awareness Month has been held every April since 1992 to raise awareness of the causes and cures for the modern-day stress epidemic. It is the time when we have an opportunity for an open conversation on the impact of stress. Dedicated time to removing the guilt, shame, and stigma around mental health. To talk about stress, and its effects and open up about our mental and emotional state with friends, families, colleagues, and professionals.

For further information regarding stress awareness month click [here](#)

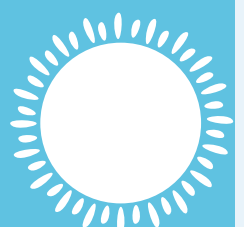


Sun Awareness Week (May)

National Sun Awareness Week is a campaign led by The British Association of Dermatologists (BAD). From 1st - 7th May 2023, it aims to highlight the dangers of exposure to the sun.



Click [here](#) for further information



Choosing the right NHS service

The NHS is here for you should you suddenly fall ill or get injured. To help you be seen in the right place, at the right time by the right healthcare professional, you need to use the most appropriate service.

To find services local to you click [here](#)



**Grazed knee.
Sore throat.
Cough.
Stock your
medicine cabinet.**

Self-care



**Unwell?
Unsure?
GP surgery closed?
Need help?**

NHS 111



**Diarrhoea.
Runny nose.
Painful cough.
Headache.**

Pharmacy



**Vomiting.
Ear pain.
Stomach ache.
Back ache.**

GP surgery



**Choking.
Chest pain.
Blacking out.
Blood loss.**

**Scunthorpe Hospital
A&E or 999
Emergencies only**

Meet the team!

Care Coordinator - Claire Jones

What is a Care Coordinator?

The Care Coordinator will be the first point of contact for patients and service users providing an in-depth knowledge of practice and local community services.

The Care Coordinator will liaise closely with their clinical team and management teams to ensure patients receive timely and appropriate direction or appointments according to their healthcare need.

For more information or to access this service, please get in touch with a member of our Patient Services Team on 01244 563105 and ask for an appointment with the Care Coordinator.

Hello, I'm Claire. I am new to the Care Co-ordinator post, I started in September after working in Primary Care in Chester for five years. I am looking forward to the challenges and being able to help navigate patients towards being able to manage their health care at an individual level and help deliver what matters most to them.



Spring Highlight - Bowel Cancer Screening

Screening is a way of testing healthy people to see if they show any early signs of cancer.

Bowel cancer screening can save lives. Screening aims to detect bowel cancer at an early stage, when treatment has the best chance of working. The test can also find polyps (non-cancerous growths), which might develop into cancer. Polyps can usually be removed, to lower the risk of bowel cancer.

The bowel cancer screening programme in the UK uses home tests called the Faecal Immunochemical Test (FIT). FIT looks for hidden blood in poo. If you're registered with a GP and within the eligible screening age range, a test will be automatically posted to you, so you can complete it in the privacy of your own home.

Bowel cancer screening in England

- If you are aged between 60 and 74, you will be invited to take part in bowel cancer screening every two years. The programme is expanding to make it available to everyone aged 50 to 59 years. This is happening gradually over 4 years and started in April 2021.
- If you're aged 75 or over, you can ask for a screening test by calling the free bowel cancer screening helpline on 0800 707 60 60
- Call the screening helpline on 0800 707 60 60 or [click here](#) for more information about bowel screening in England

**You can now book an
appointment from 6.30pm -
8.00pm Monday - Friday* and
Saturdays 9.00am - 5.00pm**



Enhanced Access

**Call your practice during their usual
opening hours to book.**

Please note that you may be
required to attend an alternative
practice for your appointment

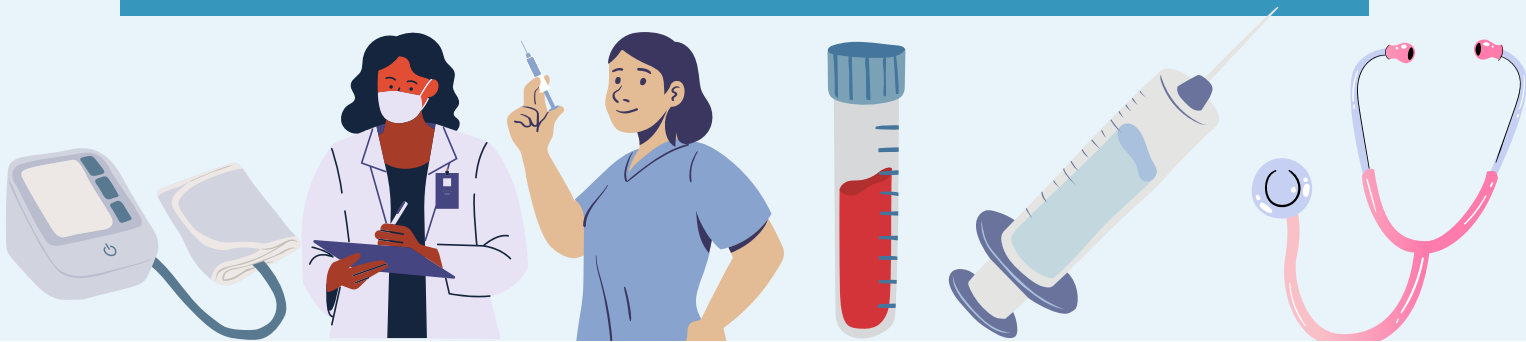
*some morning appointments may
be available



The Enhanced Access Hours Service is designed to make it easier for our patients to get an appointment that suits them including early mornings, evenings and weekends.

The service offers pre-bookable, routine primary care appointments with a range of clinicians including GPs, nurses and healthcare assistants.

To book an appointment contact the practice in the usual way by calling Patient Services on 01244 563105. Some appointments will be available to book up to 2 weeks in advance and some will be available on the day.



Patient Participation Group

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: managerhlmcppg@gmail.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