

Heath Lane Medical Centre

Summer 2022 Newsletter



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 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 Medical Centre

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

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:

- **Wednesday 22nd September**
- **Thursday 21st October**
- **Tuesday 23rd November**



General Practice Paramedic

Paramedics, or as they are sometimes called in Primary Care "General Practice Paramedic", are people trained in nursing and paramedic skills. Some GP practices employ paramedics to help care for their patients. In other areas, they are employed by a network of GP practices to support patients across a geographic area. They undertake years of medical training and are qualified to deal with most every day health concerns.

Paramedics work in a variety of roles within a general practice. Their background in pre-hospital care means that they are used to working with people with a variety of health conditions from coughs and minor injuries to more serious conditions such as asthma and heart attacks. They work alongside GPs and help manage routine or urgent appointments, as well as telephone triage (assessment of urgency of illness or injury) and home visits.

They also offer.

- Assessment and triage of patients, including same day triage and, as appropriate, providing definitive treatment.
- Advising patients on general healthcare and promoting self-management.
- Performing specialist health checks and reviews, performing and interpreting ECG's and undertaking investigatory procedures. They can even perform a blood test. If a patient has more complicated problems, paramedics can ask for the GP or another specialist to attend to support an appropriate clinical decision.

We are pleased to announce that we have now successfully recruited a "General Practice Paramedic" who joined the team at the beginning of July. Nancy will be working at the practice 5 days a week and we very much look forward to developing this role at Heath Lane.

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

During our Autumn/Winter Vaccination programme this year we are pleased to confirm that we will be offering both flu vaccines and COVID-19 boosters to our eligible cohorts. We are currently in the process of planning our clinics to commence in late September / early October. There will be a vaccination newsletter in early September with all the relevant details and information regarding both vaccines.

PCN (Primary Care Network)

Since the NHS was created in 1948, the population has grown, and people are living longer. Many people are living with long term conditions such as diabetes and heart disease or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, GP practices are working together with community, mental health, social care, pharmacy, hospital, and voluntary services in their local areas in groups of practices known as primary care networks (PCNs). PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.

Heath Lane Medical Centre is part of the **Chester East PCN** alongside Park Medical Centre, Boughton Medical Centre, and Upton Village Surgery.

Each of the 1,250 PCNs across England are based on GP registered patient lists, typically serving natural communities of between 30,000 to 50,000 people (with some flexibility). They are small enough to provide the personal care valued by both people and GPs, but large enough to have impact and economies of scale through better collaboration between GP practices and others in the local health and social care system.

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. To find out more about Veteran Friendly Practices accreditation scheme, click [here](#).



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.

Blood Pressure

Across Cheshire & Merseyside around **650,000** people are thought to have high blood pressure, a leading cause of heart disease and stroke. Of these around **260,000** people **(40%)** don't yet know they are affected and at risk.

Around **66,000** people have an irregular heartbeat (atrial fibrillation), a condition which, if untreated, can lead to stroke.

Around **52,000** people had a stroke or mini-stroke (TIA) in 2016/17.

Why should I know my blood pressure?

If your blood pressure is too high, it can do massive damage. It narrows the blood vessels and can cause strokes and heart attacks, angina, heart failure, kidney failure and narrowed leg arteries.

Taking just five minutes to measure your blood pressure could save your life! Your practice nurse or pharmacist can measure your blood pressure, or you can take it yourself at home using a blood pressure monitor.

Click [here](#) for a short video by Blood Pressure UK on why you should Know Your Numbers!

How do I know if my blood pressure is too high?

If your blood pressure readings from any setting are consistently above 140/90mmHg you may have high blood pressure. You should book a review at the practice for further advice. Sustained high blood pressure can damage the heart and increase the risk of stroke.

A few simple lifestyle changes can make all the difference.

- Eat more fruit and vegetables
- Eat less salt
- Only drink alcohol in moderation
- Lose weight if you need to
- Be active
- Stop smoking



Even if you do not have high blood pressure currently, making some simple lifestyle changes may help prevent you developing it in the future.

When should I get my blood pressure checked?

As a guide, if your blood pressure is in the healthy range **(129/84mmHg or less)** it is recommend you get your blood pressure checked at least every 5 years.

If your blood pressure is on the higher side of normal **(between 130/85mmHg and 139/89mmHg)** it is recommended that you make lifestyle changes and recheck within a year.

If your blood pressure is high or very high, you should follow clinical advice on how often to monitor your blood pressure.

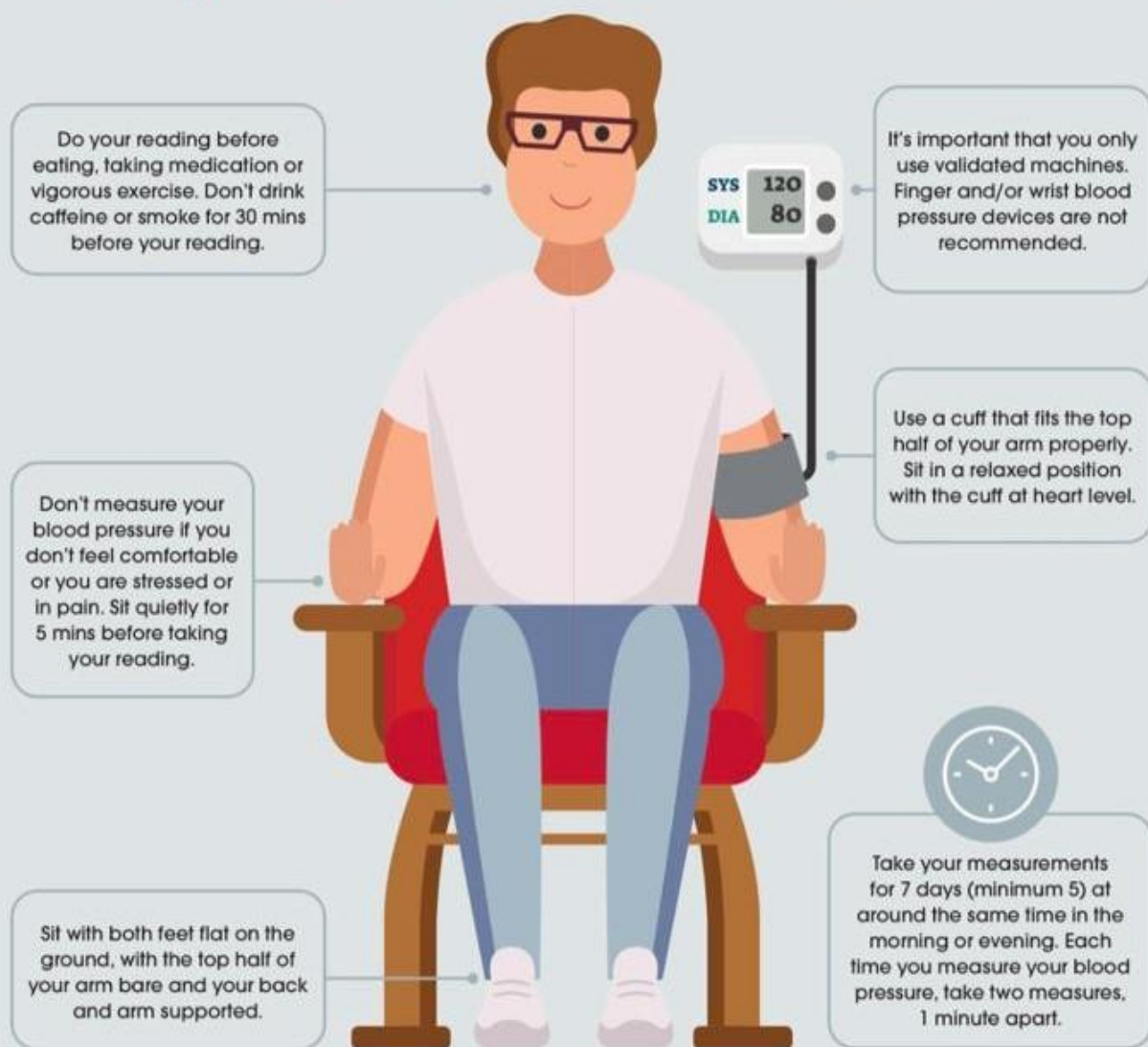
At Heath Lane Medical Centre we encourage all patients to monitor their blood pressure, patients are welcome to use the blood pressure machine in the reception area (this is free of charge), once you have your result you can hand this to a member of the Patient Services Team who will add this to your medical record. This will then be reviewed by one of our health care assistants who will advise if any action is needed. Patients who monitor their blood pressure at home are also welcome to telephone the practice with their results and these will also be actioned as above.

Patients who have a formal diagnosis of Hypertension (High Blood Pressure) will be invited for 6 monthly reviews with our Health Care Assistants.

For further advice and information click [here](#) to visit the Cheshire and Merseyside Happy Hearts website.



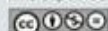
Checking your blood pressure at home



Record each measurement in a paper diary or spreadsheet that you can take to your next doctor's appointment.

Top number (systolic) mmHg	Bottom number (diastolic) mmHg	Meaning
≤ 120	≤ 80	Normal
121 - 139	81-89	High-normal
≥ 140	≥ 90	High blood pressure

Terms of use: This material has been developed by the National Heart Foundation of Australia (Heart Foundation) for general information and educational purposes only. It does not constitute medical advice. Please consult your healthcare provider if you have, or suspect you have, a health problem. The information provided is based on evidence available at the time of publication. Please refer to the Heart Foundation website at www.heartfoundation.org.au for Terms of Use. ©2020 National Heart Foundation of Australia ABN 98 008 419 761.



Online Consultations (eConsult)

An Online Consultation enables you to contact a GP or other health professional at your registered GP Practice, via the internet. At Heath Lane Medical Centre the system used is called eConsult.

eConsult is an online system that allows you to access advice from your GP Practice at a time that suits you. This service is available at any time, from any device with internet access and response times from the Practice will be within core opening hours (08:00-18:30).

The eConsult system asks you a series of questions about your symptoms with prompts to provide information describing your current medical concern.

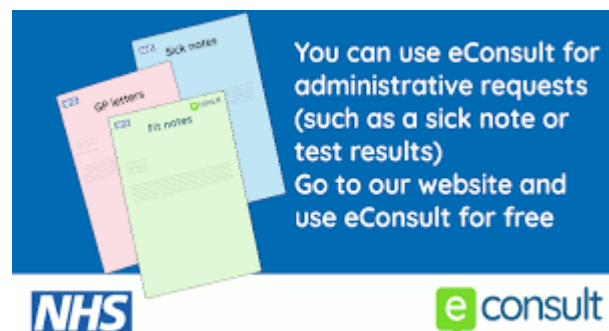
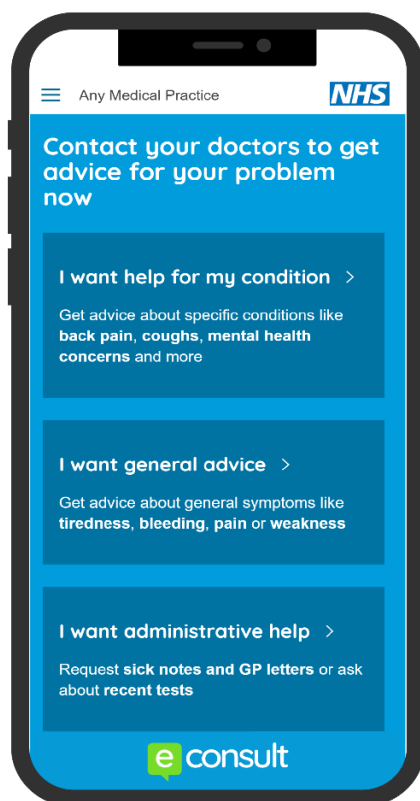
You will initially enter personal details, to verify your identity, then the eConsult system uses built-in clinical knowledge to determine if help is needed more quickly than the Practice can provide, e.g. emergency services. In these cases, the system will stop processing the request and suggest how to seek urgent medical advice based upon your responses.

If the condition you describe can be managed without contacting the Practice, eConsult can guide you towards trusted medical advice, as well as relevant local services, such as pharmacy support.

Requests made via eConsult may be clinical or administrative in nature. In many cases the condition may not generate the need for a face-to-face appointment. This can then free-up clinician time and appointments for patients with complex needs.

How do I access eConsult?

eConsult is available via your Practice's website, which can be accessed from any internet compatible device. You will be presented with options to either review NHS approved information about your condition, review self-help advice, submit an administrative query or consult with a clinician at your Practice.



Repeat Prescriptions

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.



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 patient's 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