

# HEATH LANE MEDICAL CENTRE WINTER 2022 NEWSLETTER

Dear Patient,  
2022 has been a busy year at Heath Lane Medical Centre.

Providing excellent care is always our priority. This year our focus was around patient feedback and we have made a number of changes to improve patient experience following suggestions made. These changes will continue through into next year as we strive to meet patient needs and expectations. You can find out about our process changes via our monthly newsletters and also by joining our Patient Participation Group meeting where we meet to share discussions around changes in service and improvements.

On behalf of the staff at Heath Lane Medical Centre, may I take this opportunity to wish each and every one of you a Merry Christmas and a Happy New Year.

Katherine Jones  
Practice Manager



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# Christmas / New year 2022 Opening Hours

Closed - 26th, 27th December & 2nd January

All other days between Christmas & New Year will be  
"Business as Usual"

Prescriptions may take up to 2 working days to process.  
Please take this in to consideration over the festive period.

**THERE IS NO NEED TO STOCKPILE!**



The whole Heath Lane Team would like to wish  
you a very Merry Christmas and a Prosperous  
New Year!

Staff at Heath Lane will be fundraising for The Roy Castle Lung Cancer Foundation & The RSPCA over the festive period. In the next newsletter we will update you with what we got up to and the total raised!

Heath Lane Medical Centre is a West Cheshire Foodbank collection point!! We have allocated an area in our foyer where donations can be made.

The food bank regularly releases a list of items they need the most, click [here](#) to see their "shopping list"  
Thank you in advance for your support/donations

This time of year can be difficult.

If you need to talk right now, whatever you're going through, there are people you can talk to any time. You can: call Samaritans on 116 123 (UK-wide)

text SHOUT to 85258 (UKwide)

These services are for anyone who's struggling.

They won't judge you.

They're free, they're anonymous, and they're always open.

NHS Urgent Dental Clinics Local dental providers offer NHS Urgent Dental Clinics across Cheshire and Merseyside, with urgent appointments for urgent treatment, advice and support on dental queries or referral to other services.

Emergency Tel: 0161 476 9651 (LOCAL RATE) from 9am to 9.30pm every day, including weekends and Bank Holidays. Please note: by appointment only – not a 'drop-in' service.

Winter is here, and with the increasing pressure on all health services please use the NHS wisely:

Community Pharmacies – Most people are not aware, but your local pharmacy can provide a wide range of help and advice. They offer advice on common problems such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking. They can also help you decide whether you really need to see a doctor.

NHS 111 – This service can be used 24 hours a day, 365 days a year and can provide telephone advice out of hours when we are not available. They can also advise you of the best place to go if you do need to see someone face to face.

A&E – Please remember that A&E is for emergencies only. Before going to A&E please consider if another service might be more appropriate.

# ❄️ Help this winter ❄️

Please see links below from Cheshire West and Chester Council about some of the support on offer for local people to help them through what is expected to be a challenging winter ❄️

The first link is for a website which summarises some of the varied support on offer in the cost of living crisis - including welfare rights, benefits and debt advice or support getting all the money you're entitled to.

The second link is specifically about 'Warm Hubs'. The Council is working with a number of Council services, Council owned organisations and local community groups to offer residents in the borough access to Warm, Welcoming Spaces this winter. These spaces will be free for residents of all ages to use during their stated opening times and will provide a space where people can stay warm and safe. Visit the ↓ link for details of the venues included.

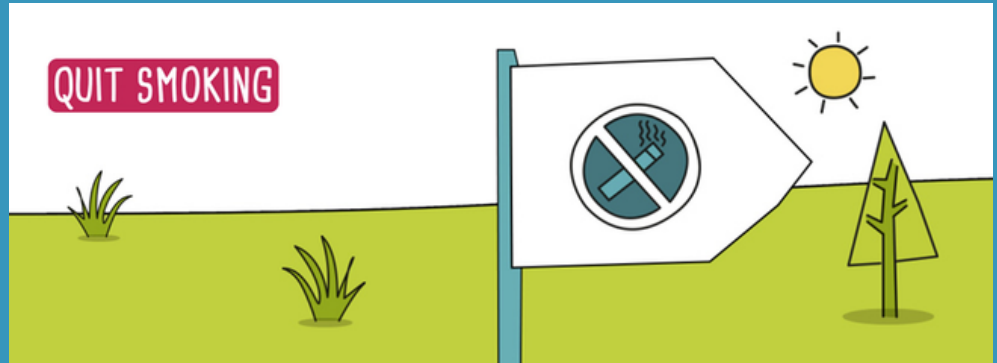
[Cost of living support](#) | Cheshire West and Chester Council

[Warm, Welcoming Spaces](#) | Cheshire West and Chester Council

We are aware that this winter may be challenging for some of our Patients and would like to highlight that the practice can refer to the local Wellbeing Coordinator/Social Prescriber who will be able to provide more information and support for anyone who is struggling this winter.

Patients can now self-refer to Cheshire Change Hub's Quit Smoking Service. You must be resident in Cheshire West. Did you know you are 4 times more likely to quit smoking with help and getting support in the early days of quitting is essential.

click [here](#) for further information



We want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our service.

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

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

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.

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.

## Zero Tolerance

For the safety and benefit of patients and staff alike, Heath Lane Medical Centre operates a zero-tolerance policy towards abusive, aggressive, and violent behaviour on the practice premises. In such cases a patient may be asked to leave the premises without being treated. In cases of violent behaviour, it is our policy to call the Police. Please treat the doctors, nurses, and reception staff with the same standards of courtesy and respect that you would expect to receive. We will not tolerate rudeness or abuse of any kind.



## Group A Strep

There has been a lot of information in the news recently about Group A Streptococcus sometimes called Group A Strep or GAS, and children becoming seriously unwell. Some of these children have unfortunately become seriously unwell very quickly.

As a parent, if you feel that your child seems seriously unwell, you should trust your own judgement and contact NHS 111 or the Practice for advice.

Click [here](#) for further information on "Strep A"

Follow Our Facebook Page! We share lots of useful information and practice updates on our page as well as our website.

# Seasonal Influenza & Covid-19 Vaccines

In our 4 Saturday vaccination clinics we have vaccinated 1447 patients against COVID-19

95% of Patients aged 18-64 (at risk) registered at Heath Lane have been vaccinated against seasonal influenza



84% of Patients aged 65+ have been vaccinated against seasonal influenza

All Children aged 2-3 are eligible for a free nasal flu vaccination at the practice - Please contact Patient Services on 01244 563105 to book an appointment

All eligible patients can be vaccinated against seasonal influenza at the practice up until the 31st March 2023 (dependent on vaccine availability)

If you have been vaccinated elsewhere such eg: in the workplace we may not be notified, you can contact patient Services who will be able to add the appropriate details to your medical record.

If you are eligible for either vaccine but do not wish to be vaccinated this year please contact Patient Services so they can update your medical record accordingly.



# 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](mailto: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](mailto: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