



HEATH LANE MEDICAL CENTRE Autumn 2024 NEWSLETTER

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



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<https://www.facebook.com/HeathLaneMC>



<https://www.instagram.com/heathlanemc/>





Bank Holidays

- 25th December - Closed
- 26th December - Closed

Please call NHS 111 if you can't wait until we are open.

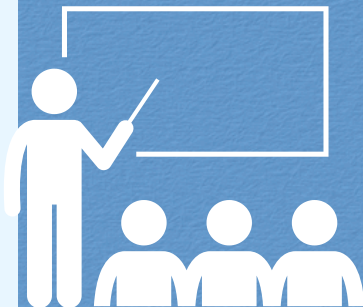


Prescriptions may take up to 2 working days to process. Please take this in to consideration over the Bank Holidays. The quickest way to order your prescription is via the NHS App.



Staff Training Dates

- Tuesday 3rd September
- Wednesday 16th October
- Tuesday 5th November



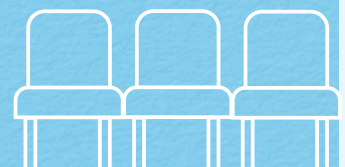
The surgery will be closing for staff training on these days from 1pm, we will reopen at 8am the following day. NHS 111 will be available to assist you while we are closed.

Missed Appointments

Please remember if you cannot attend your appointment, contact us to cancel it ASAP. Your appointment could be offered to another patient who urgently needs help

Between 1st June and 31st August there were **260** missed appointments across the whole clinical team!

260 = 43 hours of appointments lost





What to do when the surgery is closed?

If you need medical assistance when the surgery is closed, please consider the following options:

- Call 999 in a medical emergency when someone is seriously ill or injured and their life is at risk e.g.: choking, chest pain/heart attack, blacking out, bleeding heavily, stroke.
- Call 111 for non-emergency medical help, NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.
- Your local pharmacy can help with medicines, coughs and colds, aches, and pains, vomiting and diarrhoea, allergies, minor illnesses. Remember to check when your local pharmacy is open over the holiday period. 111 is the NHS non-emergency number.



Make the right decision



999

Only in an emergency:
loss of consciousness |
severe breathing difficulties |
heavy bleeding

Emergency Department



**When it's urgent but not
life threatening:**
sprains | fractures | minor burns |
skin infection

Urgent Care Centre



For symptoms that don't go away:
ear pain | back pain | stomach pain

GP Surgery



Feeling poorly and need advice about:
fevers | stomach upset |
aches & pains | headaches

Pharmacy



**Need help fast and its
not an emergency?**
Unwell? | Confused? | Need help?

NHS 111



For common ailments and illnesses:
hangover | grazed knee |
sore throat | cough

Self-care



Samaritans

If you're battling with your mental health and you're unsure about where to start and how to improve it, there are a few things you can try:

- Reaching out to people and trying to connect can make you feel better
- talking to someone you trust or even a stranger on a helpline, e.g., Samaritans, may help you.
- Trying to be physically active, if you can, or just stepping outside for a few minutes can improve your mood
- Learning a new skill can help you to feel busy and interested, or doing something you enjoy without any pressure.
- Helping someone out or showing kindness to others may also help you feel better, and surrounding yourself with people who have a positive impact on your life.



Trying out mindfulness and focusing on the present can help you to focus on how you feel in the present moment.

<https://www.samaritans.org/how-we-canhelp/contact-samaritan/>



A registered charity

**Here if you
need us**

**Talk to us,
we'll listen**

Call free day or night on

116 123

Email

jo@samaritans.org

SAMARITANS

samaritans.org



Flu and Covid Vaccination

The vaccines help to protect us, which can be a serious or life-threatening illness. It's offered on the NHS every year in autumn or early winter to people at higher risk.

You can get the free NHS flu vaccine and Covid booster if you:

- are aged 65 or over
- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system

Please visit: <https://www.nhs.uk/vaccinations/flu-vaccine/>

We will contact you about getting vaccinated. Please wait to be contacted.



Respiratory syncytial virus (RSV)

Respiratory syncytial virus (RSV) is a common cause of coughs and colds. It usually gets better by itself, but it can be serious for some babies and older adults.

Who's at risk from RSV?

- babies under 6 months old and born prematurely
- adults over 75 years
- babies, children and older adults with a weakened immune system

A vaccine to help protect against RSV will be available on the NHS from September 2024.

You'll be able to get the vaccine if:

- you're aged 75 to 79
- you're 28 weeks pregnant or more – this will help protect your baby for the first few months after they're born

We will contact you about getting vaccinated. Please wait to be contacted.

For more information please visit:

<https://www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/>





UK Health
Security
Agency



Have your RSV vaccine to help protect you

**RSV can cause pneumonia
which can be serious**



Your GP will invite you for your free RSV vaccination if:

- You turn 75 years of age on or after 1 September 2024
- You are already aged 75 to 79 years old on 1 September 2024

For more information on the RSV vaccine you can read this leaflet here:

www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-vaccination-for-older-adults or speak to your practice nurse, GP or health team.



KEEP PATIENTS SAFE. PROTECT THE NHS. REBUILD GENERAL PRACTICE.

We are a group of GPs calling for a proper, long-term plan to Rebuild General Practice.

We are calling for:

A PLAN TO
RETAIN
THE GP
WORKFORCE

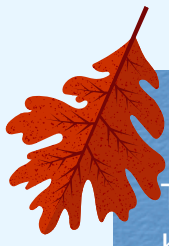
FAIR FUNDING
AS PART
OF THE
WIDER NHS

GREATER
FREEDOM
AND
AUTONOMY

REBUILD

GENERAL

PRACTICE



NHS App

The NHS App allows you to access a range of NHS services, you must be aged 13 or over and registered with a GP surgery in England to be able to register.

The NHS App enables people to:

- Order repeat prescriptions and set or change their nominated pharmacy
- Book and manage some appointments, including hospital appointments
- View your GP health record to see information like your allergies and medicines
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number
- Get health information and advice

For more information please visit: nhs.uk/nhs-app

Download the app here:



Members of our Patient Participation Group will be running some drop-in sessions over the coming months to help patients get set up with using the NHS App. Keep an eye out on social media for upcoming session information.



Macmillan Cancer Support

Macmillan is needed now more than ever.

There's around 3 million people living with cancer in the UK today, and more than 360,000 are diagnosed every year.

Thank you all for helping us to raise money for people living with cancer, we managed to raise £265.81



**WE ARE
MACMILLAN.
CANCER SUPPORT**

How our practice has been supporting patients?

The data showed from 1st June till 23th August

- Number of appointments booked - 7755
- Number of new registrations - 121
- Number of prescriptions issued - 3699
- Number of referrals done - 413
- Number of pathology reports - 1391
- Number of answered calls - 9853
- Average speed of answer calls - 2min 40 sec



"We need your feedback"

The NHS Friends and Family Test



Your feedback will help us learn more about what you think of your experience at our surgery – what do you like and what do you think we could improve?

Ultimately, you're helping us make changes to ensure we can offer the best possible care.

You can find our 'Friends and Family Test' by clicking here

Patient Feedback

We always welcome feedback from our patients, here are a few comments we have received over the past few months.

- I find all the practice personnel to be polite, helpful and very friendly at all levels.
- Receptionist was lovely and got me in the evening clinic.
- I was treated very well by the receptionist, who was empathic and offered me an appointment later in the afternoon where again I was listened by Nancy and offered a solution.

