

HEATH LANE MEDICAL CENTRE WINTER 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/>



Christmas / New Year 2024 Opening Hours

Closed - 25th December 2024

Closed - 26th December 2024

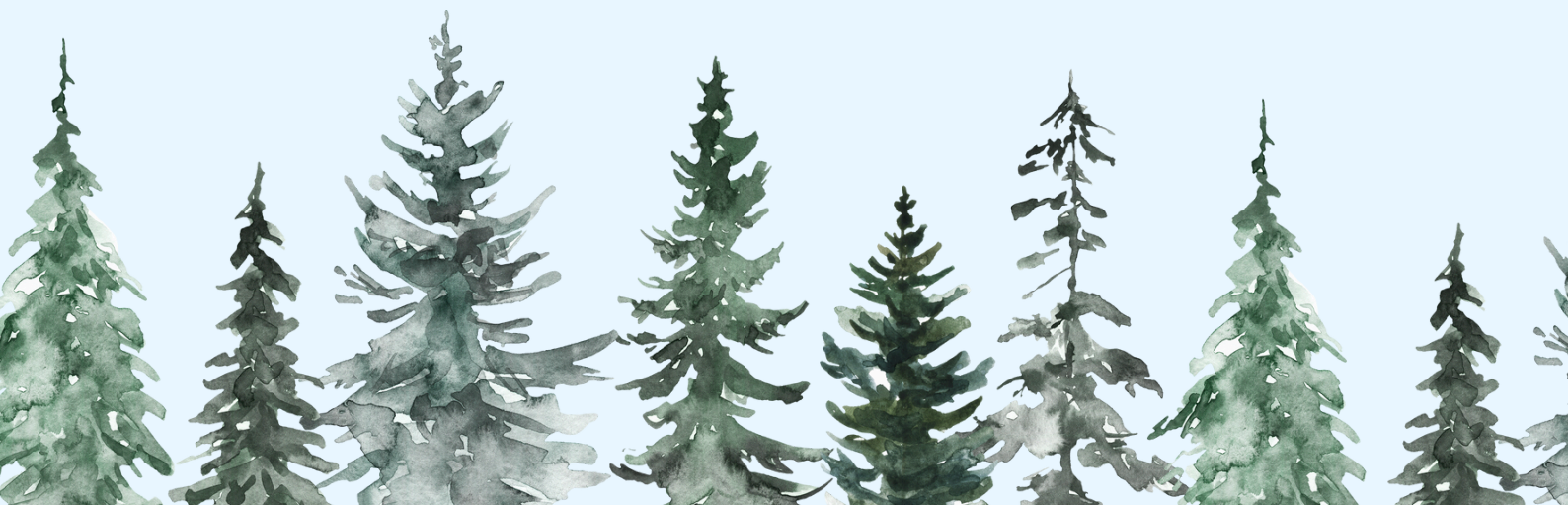
Closed 1st January 2025

On all other days between Christmas & New Year we will be open as usual.

Please remember to order your prescription in time, it takes up to 2 working days to process prescriptions.



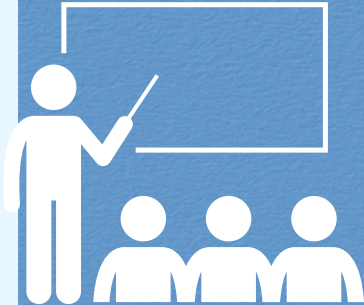
**The whole Heath Lane Team would like to wish
you a very Merry Christmas and a Prosperous
New Year!**






Staff Training Dates

- Tuesday 4th February
- Wednesday 12th March
- Tuesday 1st April



The surgery will be closed 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, to contact us to cancel it ASAP. Your appointment could be offered to another patient who urgently needs help.



Between 1st September and 30th November there were **294** missed appointments across the whole clinical team.

49 hours of appointments lost



Here is how our practice has been supporting patients

From 1st September till 30th November:

- Number of appointments booked - 8400
 - Number of new registrations - 170
 - Number of prescriptions issued - 3860
 - Number of referrals done - 402
 - Number of blood test requested - 1497
- 
- 

Keep warm and well this winter

As the temperature drops and the occasional period of extreme weather occurs during winter, it is important that you stay safe and healthy. This includes looking out for your family, friends and neighbours.

Cold weather can make some health problems worse. This includes respiratory conditions and heart disease, which can lead to serious complications.

This is especially true if you're aged 65 and over or if you have a long-term health condition.

By keeping yourself warm you can help reduce the impact of the cold on your health.

Please visit Cheshire West and Chester website for more information or [click here](#).

Every Mind Matter

Loneliness can affect us all, young or old, at any time in our lives. We might live in a busy city or a rural location, on our own or with others and still feel isolated.

To find out about possible signs of loneliness, reasons we feel lonely and ways to manage it, please check the link. There are also links to more support if you or someone else needs it.

For more information please [click here](#) or visit :

<https://www.nhs.uk/every-mind-matters/lifes-challenges/loneliness/>

**Better
Health**

**every mind
matters**

Stay Well

Cold weather and winter bugs can take a toll on our health, but there are steps we can all take to stay well. Health apps can be a valuable source of information, guidance, and motivation.

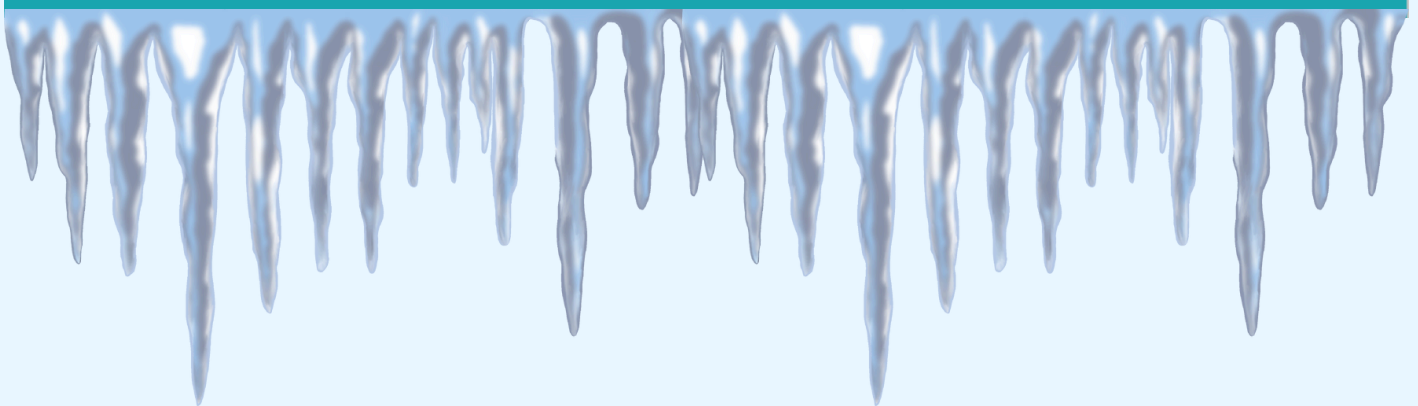
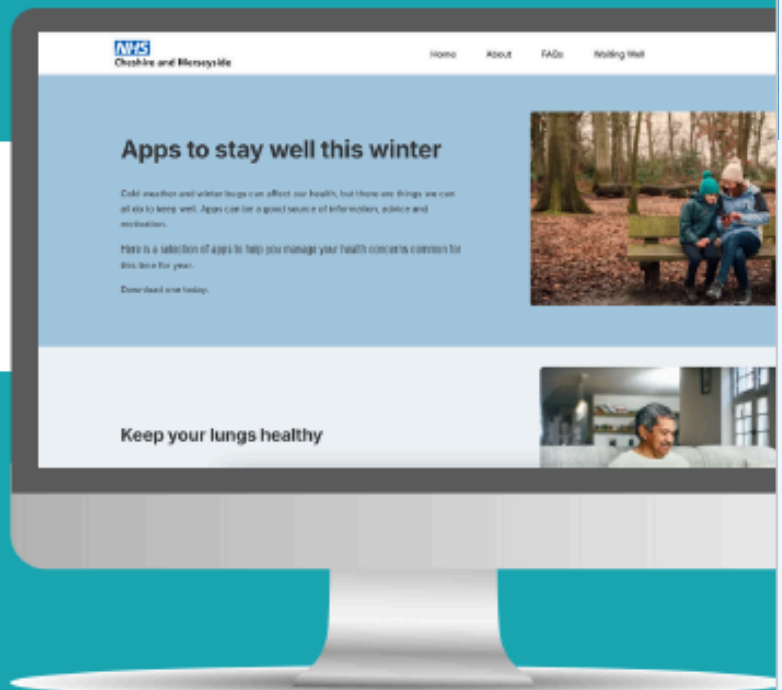
Here's a selection of apps to help you manage common seasonal health concerns and support your well-being throughout the winter months.

[Click Here](#)



Cheshire & Merseyside

Apps To Stay Well This Winter



EMPOWER YOUR WELLBEING

Our selection of apps is to help and support you to improve your wellbeing. The apps we have provided offer easy to access resources that encourage healthy habits, making it easier for you to incorporate wellness into your daily routine. Take the first step towards positive change and download a health and wellbeing app today.

1



Open the camera app on your smartphone.

2



Point your smartphone at the QR code you want to scan.

3



Click the link that pops up and then download the app.

NHS Quit Smoking



A 28 day guide to help you stop smoking.

Lower My Drinking



Helps you control how much alcohol you drink with a 4 week guide.

NHS Active 10 Walking Tracker



Counts your steps and tracks every minute you walk fast.

NHS Food Scanner



Shows you how much fat, sugar and salt is inside the food you eat.

Headspace



Meditate, focus, sleep well and wake up well.

SleepScore



Sonar sleep tracker technology to measure your sleep.

NHS App



Educational health information, and access to your GP health record

MyTherapy Medication Reminder



Help you keep track of your medicines.

Starting well

Children's Centres provide a wide range of services for prospective parents, children and their families. We aim to improve the lives of children and their parents by bringing together early childhood services in the heart of the community.

On Starting well website page you can find links to all children's centre timetables. Timetables are available to view and print using the links below so please check with your local children's centre for more information.

<https://www.startingwell.org.uk/>



Starting Well offer a range of services to support Children, Young People aged 0 to 19 years and their families...

Chester & Rural Duty Team

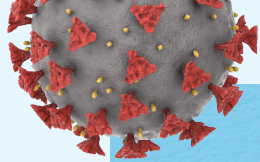
Our duty team is available:
Monday to Friday
9.00am to 5.00pm

01244 397412

Please do not hesitate to contact us if you need advice and support.

www.startingwell.org.uk/contacts





Flu and Covid Vaccination

These vaccines can help to protect us against potentially which serious or life-threatening illnesses. They are 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/>

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.

Domestic violence

Domestic violence or abuse can happen to anyone. You do not have to wait for an emergency situation to reach out for help. Find out how to recognise the signs and where anyone get help — visit NHS website or [click here](#).

Also, the Survivor's Handbook from the charity Women's Aid is free and provides information for women on a wide range of issues, such as housing, money, helping your children, and your legal rights.

[For more information please click here](#)

**The
Survivor's
Handbook**

Are you a carer?

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.

"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:

- 'Very kind and understanding nurse practitioner also impressed with receptionist who did take my call'
- 'Very helpful lady on the appointments line I got an appointment at the time on the day with the doctor I wanted'
- 'My annual check up explained and how to move forward for a better lifestyle and to be healthier very informative'