



HOPE FARM MEDICAL CENTRE

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## PRACTICE NEWSLETTER

*Supporting our patients every step of the way*

**April 2016**

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### Welcome

Welcome to the April edition of the practice newsletter!

The last quarter has been busier than ever! We have two new team members in our Patient Services Team, a new doctor starting work at the practice and one doctor sadly leaving!

The building work at the practice has now completed and looks fantastic! The feedback from the patients has been very positive and complementary and the team would like to thank the patients for their patience during the building work. It was a tough process for everyone involved but well worth the effort.

**Tim Goldsbrough, Practice Manager**

### Practice Closures

Please note that the practice will be closed on **Thursday 28th April 2016**. The practice will be closed from **1pm until 5pm** for continued staff

### Important Dates

**22<sup>nd</sup> April 2016** 25 year birthday!

development. The afternoon closure enables training to be delivered to staff and an opportunity to share knowledge and learning to ensure the care provided by the practice is of the highest quality. If you need to see a clinician during these hours of closure please contact the Out of Hours service on [111](tel:111).

**28<sup>th</sup> April 2016** Practice Closure 1pm until 5pm

**28<sup>th</sup> April 2016** Carer Drop-in clinic 5pm-6.30pm

**1<sup>st</sup> June 2016** text message reminder service starts

## News, Events, Updates and Alerts

### Test results are now available online

In line with government guidelines Hope Farm Medical Centre have enabled patients to view their medical records as part of Patient Access. This includes access to your test results.

Being able to see your record online might help you to manage your medical condition(s) and it also means you can access them anywhere in the world should you require medical treatment on holiday.

#### The benefit of accessing test results online

- You see your test results as soon as they are available
- Opt in to receive text messages and you will receive a text to inform you your results are ready
- You don't need to ring the practice to ask for your results
- You can access your results when it is convenient to you
- Results are only visible after the doctor has reviewed them: if urgent action is required the Practice will ring you directly
- You will see the comments left by the doctor including any follow up action required such as a follow up appointment or test is required
- If you need a follow up appointment you can book that online when you view your results – you don't need to ring the practice



#### How do I sign up for online access?

It is very easy to do. Simply bring in 2 forms of ID to Patient Services and complete the online registration questionnaire. The Practice will complete the registration process and let you know it is completed and ready for access.

The earlier you sign up the earlier you will be able see your results.

### Wouldn't it be great if you could look at your GP records online

Well now you can! Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app.

You can look at your records whenever you choose to, without needing to print them.

Online records are up to date and more secure than a printed paper record which could get lost or seen by others.

- People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.
- You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This

would help you discuss any concerns you may have and help you benefit more from your appointment



- Sometimes when you see your doctor, you are given a lot of information and might not be able to remember it later. You may also want further information once you have had time to think about what was said. You can look at your online records after your appointment to make sure you understood what your doctor or nurse said
- One of the most useful things patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not recorded
- Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery

### How do I sign up for online access to my medical records?

It is very easy to do. Simply bring in 2 forms of ID to Patient Services and complete the online registration questionnaire. The Practice will complete the registration process and let you know it is completed and ready for access.

## Text messages reminders from Hope Farm Medical Centre

From the **1<sup>st</sup> June 2016** we will be introducing a text message reminder service at the practice. This will enable patients too:



- Receive an appointment reminder so you don't miss your appointment
- Cancel your appointment by text if you are no longer able to make or need the appointment
- Receive a message that your test results are now available
- Receive a message for information that is relevant for you such as flu vaccination

You won't be bombard with text messages or information. If you would like to opt in to receiving text message reminders please speak to a member of the Patient Services Team and complete the opt in form.

## Towergate Care Awards – Practice Manager of the Year Finalist

The Towergate Care Awards celebrate individuals who have demonstrated outstanding excellence in the care sector. Tim Goldsbrough was fortunate to be nominated and shortlisted as a finalist for Practice Manager of Year in the 2016 Towergate Care Awards.

On the 10<sup>th</sup> March Dr Kingston and Tim were invited down to the Berkeley Hotel in London with all the finalists for a champagne reception and awards event. The event was hosted by the comic actress and writer Sally Phillips (that's right the one from Miranda and Bridget Jones!). Although Tim wasn't successful in winning the award it was still a great achievement to be down to the last three and an extremely fun event. The winner of Practice Manager of the Year (Rachel from Halifax) was a true inspiration, in addition to being a full time Practice Manager she was also a full time carer to her husband and son.





## Carer drop in clinic for carers who work



Are you in a caring role and also work? Do you find it hard to access the support available to you? We are conscious that working may restrict access to the Carer Drop-in Clinics that run on the last Thursday of each month. Therefore we are holding a late clinic in April

The next clinic is on **Thursday 28<sup>th</sup> April** and will run from 5pm until 6.30pm.

The clinic is an opportunity to speak to Carol Boyle from the Carers Trust to ensure that you are receiving the support and care that is available to you as a carer. More information can be found on the practice website.

## For people who care

*As a carer you will care for friends and family members who due to illness, disability, a mental health problem or an addiction cannot cope without your support. The care you give is invaluable to the family member or friend, and in return the practice wants to care for you. We have invited Cheshire Carers Centre to have a regular section in our newsletter to keep you informed of the support and services available to you as a carer.*



Offering information, advice and support to Carers across Cheshire

A Carer is someone of any age who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems.

## The Practice Team

### New Starters

#### Doctor's

Dr Claire Rowlinson joined the practice on the 1<sup>st</sup> April 2016. Dr Rowlinson trained at the University of Edinburgh and was working in Wallasey before joining the practice team at Hope Farm Medical Centre.

#### Patient Services

We would like to welcome two new starters within our Patient Services Team ~ Kim and Sam.

If you hear a new voice on the phone or see a new face at reception it is likely to be Kim or Sam.

Both Kim and Sam have come from other GP practices in the region and have a wealth of experience and knowledge and will be only too happy to help deal with your query, problem or question.

### Leavers

Carers may even be juggling paid work with their unpaid caring responsibilities at home. The term carer should not be confused with a care worker, or care assistant, who receives payment for looking after someone.

If you are a Carer, Cheshire & Warrington Carers Trust may be able to help make things easier for you. They deliver a wide range of local support services to meet the needs of Carers in our community. These range from support services catered to the Carer, the needs of the person you care for and the services provided by other organisations

Carers have different needs and Cheshire & Warrington Carers Trust can assist you in information regarding health issues, entitlements, mobility, grants for holidays, equipment and support. We also offer a wide range of activities, training and events for Carers throughout the year across Cheshire.

All services offered by the centre are free of charge.

We have a helpline number which is a FREEPHONE 0800 085 307

My contact information is – Carol Boyle 07747 152435 email [carolb@cheshireandwarringtoncarers.org](mailto:carolb@cheshireandwarringtoncarers.org)

**Carol Boyle**

At the end of March Dr Khan left the practice for pastures new. We would like to thank Dr Khan for all his hard work and care that he provided to the patients at Hope Farm Medical Centre.

If Dr Khan was your registered GP your new registered GP will be Dr Rowlinson.

## Other changes!

Over the last 12 months Sister Sharon Riverol has been studying towards a new qualification in Minor Injury and Illness. This qualification will expand the services that Sister Riverol will be able to undertake within her clinics. Well done Sharon!

## Celebrating 25 years at Hope Farm Medical Centre!!!

The 22<sup>nd</sup> April will be the 25<sup>th</sup> anniversary of Hope Farm Medical Centre at our current premises. As such we have two long standing members of the practice team who also celebrate 25 years at Hope Farm this month.

Dr Kingston was one of the founding members of the practice and Sister Catherine Astbury joined as a Practice Nurse 25 years ago. The practice and patients would like to congratulate and thank both Dr Kingston and Sister Astbury for their work and support given over the past 25 years to the patients and staff at the practice.

## *Physical activity guidelines for children and young people*

## *Friends and Family Test Results*

*How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?*

We want to engage younger people in their care, improve your experience of visiting your GP and respecting and involving young people. This section of the newsletter is dedicated to the younger patients at the practice, giving you a source of communication.

How much physical activity do children and young people aged 5 to 18 need to do to keep healthy? To stay healthy or to improve health, young people need to do three types of physical activity each week: aerobic exercise and exercises to strengthen bones and muscles. The amount of physical activity you need to do each week is determined by your age.

### Guidelines for 5- to 18-year-olds

To maintain a basic level of health, children and young people aged 5 to 18 need to do:

- at least 60 minutes of physical activity every day – this should range from moderate activity, such as cycling and playground activities, to vigorous activity, such as running and tennis
- on three days a week, these activities should involve exercises for strong muscles, such as push-ups, and exercises for strong bones, such as jumping and running

Many vigorous activities can help you build strong muscles and bones, including anything involving running and jumping, such as gymnastics, martial arts and football.

Children and young people should reduce the time they spend sitting watching TV, playing computer games and travelling by car when they could walk or cycle instead.

### What counts as moderate activity?

Examples of activities that require moderate effort for most young people include:

- walking to school
- playing in the playground
- riding a scooter
- skateboarding
- rollerblading
- walking the dog
- cycling on level ground or ground with few hills

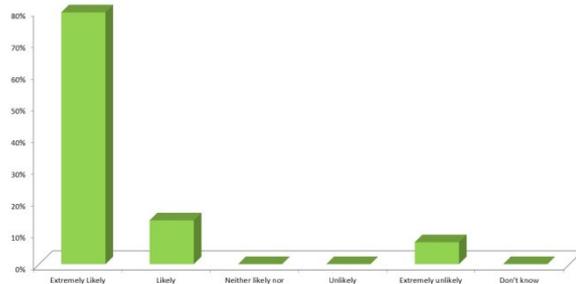
Moderate activity raises your heart rate and makes you sweat. One way to tell if you're working at a moderate level is if you can still

## Mar 2016

**Extremely Likely: 79%**  
**Likely: 14%**  
**Neither Likely nor Unlikely: 0%**  
**Unlikely: 0%**  
**Extremely Unlikely: 7%**  
**Don't know: 0%**

How likely are you to recommend our service to Friends and Family if they needed similar care or treatment?

March 2016

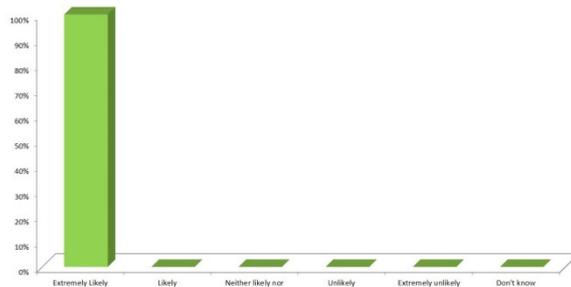


## Feb 2016

**Extremely Likely: 100%**  
**Likely: 0%**  
**Neither Likely nor Unlikely: 0%**  
**Unlikely: 0%**  
**Extremely Unlikely: %**  
**Don't know: 0%**

How likely are you to recommend our service to friends and family if they needed similar care or treatment?

February 2016



## Jan 2016

**Extremely Likely: 82%**  
**Likely: 9%**  
**Neither Likely nor Unlikely: 0%**  
**Unlikely: 0%**  
**Extremely Unlikely: 9%**  
**Don't know: 0%**

talk, but you can't sing the words to a song.

### What counts as vigorous activity?

Vigorous activity is linked to better general health, stronger bones and muscles, as well as higher levels of self-esteem.

There is good evidence vigorous activity can bring health benefits over and above that of moderate activity. A rule of thumb is that one minute of vigorous activity provides the same health benefits as two minutes of moderate activity.

There's currently no recommendation on how long a session of vigorous activity should be for this age group.

Examples of activities that require vigorous effort for most young people include:

- playing chase
- energetic dancing
- swimming
- running
- gymnastics
- football
- rugby
- martial arts, such as karate
- cycling fast or on hilly terrain

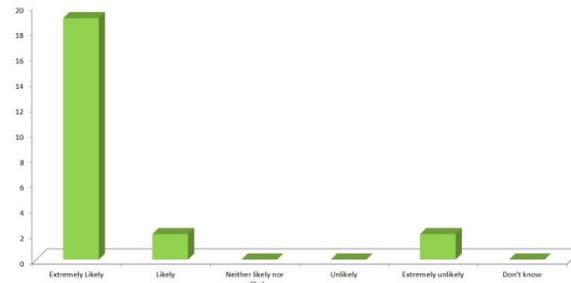
Vigorous activity makes you breathe hard and fast. If you're working at this level, you won't be able to say more than a few words without pausing for a breath.

More information can be found on the [NHS Choices](#) website

*We would love to have greater involvement from younger people in our Patient Participation Group to ensure your views are represented. Please speak to the Practice Manager if you are interested in the PPG or the type of information you would like to see included in the newsletter.*

How likely are you to recommend to friends and family if they needed similar care or treatment?

January 2016



## Did You Know?

### Changes to Out of hours

If you need access to a doctor Out of Hours between 6.30pm and 8am, and it is not life threatening, you now need to ring [NHS 111](#) and not the old Out of Hours. This is a Freephone number from landlines and mobiles and replaces the old Out of Hours phone number.

## Extended Hours – GP Appointments

All patients registered with a GP Practice in West Cheshire can now book a routine appointment, up to two weeks in advance, in the evenings and on Saturday and Sunday mornings. This service is provided at one of four locations in West Cheshire:

### ELLESMERE PORT COTTAGE HOSPITAL:

#### GP Clinics:

Monday to Friday 6.30pm – 9.30pm

Saturday and Sunday 9.00am – 2pm

Bank Holidays 10.00am – 3pm

#### Practice Nurse Clinics:

Monday to Friday 6.30pm – 8pm

Saturday and Sunday 9.00am – 2pm

Bank Holidays 10.00am – 3pm

Just telephone **01244 385422** to get an appointment. Appointments are available between 6.30pm-9.30pm, Monday to Friday and 9am-2pm Saturday and Sunday.

If you need to see a doctor **urgently**, you should contact **Out Of Hours Service** on **01244 385300**. This service is for those with urgent healthcare needs and if your concern relates to a child under 12, you will always be offered a face-to-face appointment.



Your local Pharmacy can offer health care advice and treatment for you and your family for many minor health conditions, at a time that suits you. Under our Pharmacy First service the Pharmacist can provide advice and treatment for certain conditions which you normally might want to discuss with your GP.

You don't have to make an appointment; it will save you time as you won't need to visit your GP to simply get a prescription. Consultations are always free and if you don't pay for prescriptions from your doctor then any medicine supplied to you from the pharmacy will also be free of charge.

There are two levels of service:

#### Level 1 Core Service

these should be available at all times the pharmacy is open. Patients receive a consultation, advice and supply of medicine(s) if appropriate for the following conditions:

- Cold and Flu
- Diarrhoea and vomiting
- Fever
- Management of Head lice
- Sore Throat
- Cough
- Worms
- Acne (Mild to Moderate) (Aged 12 years and over)
- Athlete's Foot (Aged 12 years and over)
- Constipation (Aged 7 years and over)
- Eczema / Dermatitis (Mild)

#### Level 2 Service

Prescription only medicines offered by a limited number of pharmacies. Patients receive a consultation, advice and a supply of medicine for the following conditions:

- Cystitis in women (Aged 18-65)
- Conjunctivitis
- Thrush in infants
- Hay Fever
- Impetigo (Aged 1 years and over)
- Vaginal Thrush (Aged 16 to 60 years)

- Hay Fever
- Indigestion / Dyspepsia (Aged 18 and over)
- Pain (Aged 3 months and older)
- Piles (Aged 18 years and older)
- Warts / Verrucae (Aged 5 years and older)

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