



HOPE FARM MEDICAL CENTRE

Hope Farm Road, Great Sutton, Ellesmere Port CH66 2WW
Telephone: 0151-357 3777 Fax: 0151-357 1444

PRACTICE NEWSLETTER

August 2015

In This Issue:

1. Welcome
2. Practice Closures
3. Important Dates
4. News, Events, Updates and Alerts
5. Carers Corner
6. Wellbeing Co-ordinator
7. News from your Patient Participation Group
8. The Next Generation
9. Friends and Family Test Results
10. Extended Hours – GP Appointments
11. Pharmacy First
12. Did You Know?
13. Unsubscribe?

Welcome

Hello and welcome to the first Hope Farm Medical Centre practice newsletter! The newsletter will be a regular communication tool from the practice to the patients to keep you informed and up to date with the latest news, events and happenings at the practice.

In addition to the e-newsletter paper copies will be made available at the practice and an electronic version will also be published on the website.

The newsletter has been created with input from the Patient Participation Group at the Practice so a big thank you must go to the members for their valuable input. If there is anything specific that you would like to be included in the newsletter please let the practice know.

Tim Goldsbrough, Practice Manager

Practice Closures

Please note that the practice will be closed on **Wednesday 26th August 2015**. The practice will be closed from **1pm until 5pm** for continued staff 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 **01244 385300**.

Important Dates

3rd August 2015 physiotherapist assessments available in practice

26th August 2015 Practice Closure 1pm until 5pm

21st August 2015 identification of volunteer peer coaches for long term conditions

News, Events, Updates and Alerts

In Practice Direct Access Physiotherapist Assessments: strains and sprains, muscle, joint pains or stiffness?

If you have had a new or recent problem you could see a highly specialised musculoskeletal physiotherapist instead of your GP. The physiotherapist can assess you and give you some advice on how to manage your problem or refer you for more formal physiotherapy treatment if required.

Conditions a physiotherapist could help with include:

- Back Pain
- Neck Pain
- Sprains and strains
- Twisted Ankle
- Shoulder pain
- Sports injuries
- Trapped nerves
- Whiplash

From the 3rd August 2015 this service will be available at Hope Farm Medical Centre on a Monday, Tuesday and Wednesday afternoon. To book appointments please contact the practice.

Longer Extended Hours from the Extended Hours Service!

The Extended Hours Service has increased the number of hours that you are able to book an appointment with a GP. 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.

Appointments are available between **6.30pm-9.30pm**, Monday to Friday and **9am-2pm** Saturday and **10am-3pm** Sunday.

Just telephone **01244 385422** to get an appointment.

This is an extremely useful service to any patients with caring or work pressures that may prevent them from access Hope Farm Medical Centre during core working hours.

Long Term Condition Peer Coaching

Hope Farm Medical Centre is involved in a pilot project for Long Term Condition Peer Coaching across West Cheshire.



This pilot project builds on the capacity of people who manage their long term conditions well to coach others who are less successful at self-management. Volunteer coaches will receive full training and support from Expanding Futures and once the training has been completed you will coach other patients who struggle with their conditions due to a lack of motivation, confidence, knowledge or skills. A peer coach can show empathy and understanding to the patient and the coach helps them take steps to regain their confidence and take control over their long term condition.

The practice is looking to identify volunteer patients who are interested in becoming a peer coach. If you manage a long term condition well and you are able to talk to other people with reasonable ease and would be interested in becoming a peer coach please ring the practice and ask to speak to the Practice Manager.

Do you support a family member or friend?

The Carers Trust is running a four week pick and mix activity club in September and October at Hope Farm Medical Centre. Carers and people who support family members and friends will be provided with a dedicated carer support worker to sit with the cared for person whilst the carer attends the club.

The pick and mix activity club provides an opportunity to meet new people over a cup of tea in a relaxed atmosphere, to learn new skills and receive training in areas such as information technology and there will be peer support sessions.



This is a fantastic opportunity to support carers and urge any patient who supports a family member or friend to take advantage of this service. To book your place please contact the Carers Trust on 0151 230 1137 or speak to a member of the practice team for more information.

Are you aged 75 or over?



Senior residents aged 75 and over who live in West Cheshire and Chester will qualify for a free leisure membership in a new scheme launched by Brio Leisure. This includes the new multi-million pound facility at Ellesmere Port Sports Village. The 75+ leisure membership allows senior members access to a wide range of Brio Leisure facilities including swimming, stream room, sauna, Jacuzzi, racquet sports and the gym for free, Monday to Friday up until 4.00pm and anytime at the weekends. It also includes daytime fitness classes for a reduced rate of just £1.00 per class. Members can also take advantage of the social facilities within all centres as part of their membership. For information on how to take advantage of the **free memberships** call **0300 7770033**.

Have you recently experienced exceptional care?



The practice has recently introduced an Above and Beyond the Call of Duty Award. This is to recognise and as a mechanism to say thank you to any member of the practice team. If you have experienced exceptional care or someone within the practice has gone out of their way to help you we want to know about it. You can drop the practice a quick email on hopefarm.medicalcentre@nhs.uk or ring the practice and ask to speak with the Practice Manager. We want to recognise and praise members of the practice team who are doing an exceptional job and deserve special recognition.

Carer's Corner

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.



Do you look after a relative, friend, partner or neighbour due to illness, disability, frailty or substance misuse? Do you help them with emotional support or provide practical support such as washing and dressing, giving them their medicine or helping them around the house? If the answer is 'Yes' you may be entitled to support from your GP and Cheshire and Warrington Carers Trust (CWCT).

We at The Cheshire and Warrington Carers Trust have been supporting carers for 21 years. I am so thrilled to be working with your surgery who has engaged in partnership with us to support all their registered carers within the surgery. Firstly, to help your practice team, (this includes your wellbeing coordinator) get the appropriate support to you; please fill in the form **"Does your GP know you are a carer?"**

CWCT is a local registered charity which provides a range of support to help people to care for their loved ones (including parent carers). The support which is free to all eligible carers includes:-

- Information – through our regular newsletter, publications and helpline 0800 0850307, we provide information about local and national carers' issues.
- Benefits Checks – providing support and advice around benefits claims and support to complete applications.
- Emergency Card – a card which alerts people to the fact you are a carer and supports you to create an emergency contingency plan
- Financial support – Three separate strands of funding designed specifically to support you in your caring role
- Carer Breaks – a break from caring responsibilities and the opportunity to meet and chat with others in a similar situation through lunch

Wellbeing Co-ordinator

Hi my name is Gemma and I am the resident wellbeing coordinator at Hope Farm Medical Centre. I am from Age UK Cheshire, and begun working at Hope farm in January.

My role is about social input; some people have described me as an interface between patients and local organisations. I make referrals and signpost people to help them become more aware of what's happening and available in their local community. I refer into other organisations or projects within Age UK Cheshire for things like benefits, housing issues, social outlets and activities. At times it could be more in connection with practical issues like transport or mobility issues, other times it might be about helping individuals put forms of support in place for themselves or a relative.

I support patients in different ways in the form of home visits and usually work with people between a 6-8 week period but often this change depending on circumstances, the wellbeing service will be as flexible as possible to create a form of support.

Testimony's

What some patients have said about the service...

"The wellbeing service has helped me organise a life line which has made me much less anxious, happier and safer in my own home"

"The wellbeing service gave me the information and encouragement to begin using local services that have helped me get out more"

"As a carer, I struggle to manage everything and the wellbeing service pointed me in the right direction for forms of emotional support and helped me think about and organise the right sorts of care for my dad"

"I didn't know I was entitled to certain benefits, the wellbeing service referred me into people who helped me understand how to go about applying"

To be referred into the wellbeing services please speak with your surgery.

Gemma Smith, Wellbeing Co-ordinator

clubs, information and advice group sessions and other sessions.

- Complementary therapies – relaxation therapies offered by appointment.

If you would like some more information about the work we do or would like to register with us to access our services either ask to see the Carer Link in the surgery (ask at reception) or contact carolb@cheshirecarerscentre.org.uk telephone 01606 352834.

Carol Boyle

News from your Patient Participation Group

The PPG is a patient-led representative of the Practice. Its primary aim is to be the conduit between the patients of the Practice and the Partners and staff. The PPG will have a regular section in our newsletter to facilitate communication between the PPG and the patients.

Over recent months the members of the Patient Participation Group have been very active and I would like to take this opportunity to say thank you to the members for the time that you give to this group. During May 2015 we conducted a PPG Patient Survey and the full results can be found on the practice website (www.hopefarmmedicalcentre.nhs.uk).

From this survey we were able to identify a variety of actions, some that can be actioned quickly and others that may take longer to develop. The first action was assisting in the development of the practice newsletter! It was also identified through this survey that a prescription drop off box was required by patients to save them from queuing at reception. You will now see a white post box on the wall in the entrance foyer for you to drop your prescription requests in.

Under the question 'what one thing would you like changed to make life easier at the practice for you?' a high number of responses were for appointments to be on time. It was discussed at the last PPG meeting the need to highlight what happens during a 10 minute appointment.

A GP Appointment: your 10 minutes need to include:

1. The GP has to allow time for you to come in from the waiting area
2. The GP has to greet you and say hello
3. The GP has to listen to your concerns
4. The GP has to take or confirm a medical history of the problem
5. The GP may have to examine you, or perform a procedure
6. The GP will then have to determine treatment/options for you
7. The GP will then have to discuss these with you and agree a plan
8. The GP may have to prepare a prescription for you
9. After you have left the room, the GP has to complete your notes
10. After you have left the room, the GP may have to dictate a referral

Are you aware that 10 minutes is assumed to cover 1 problem only? The practice understands that you may have more than one problem, or that some problems are more complex than others, but they would never ask you to leave your appointment without discussing your concerns just because your 10 minutes is up. But in order for the Practice to provide this level of service, it may require the GP to run late and they would ask you to be patient and understand that at some point you may also require an appointment that is longer than 10 minutes.

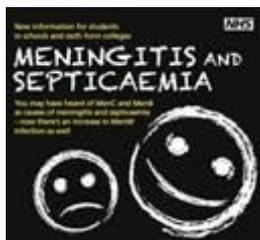
More information is required on Patient Access for patients to assist them in registering for this service. It enables patients to book or cancel appointments and order repeat medication 24 hours a day 7 days a week at the click of a button. The practice will be holding some 'Patient Access Roadshows' in the practice to inform patients about this service and dates will be published shortly.

The practice and PPG will be holding an education evening event on dementia which will be aimed at those patients who have been diagnosed with dementia but also the family members who support those with dementia. The dementia educational evening will be held during October at the practice and once further information and dates have been finalised we will promote the event.

Ken Salter, PPG Chair.

The Next Generation

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.



New information for students in schools and sixth form colleges ~ Meningitis and Septicaemia: [vaccinations available from 1st August 2015](#)

Meningitis and Septicaemia can kill very quickly.

A vaccination programme is being introduced to provide added protection against MenW and to reduce the spread of the disease to others. The MenACWY vaccine that will be used will protect against 4 Meningococcal groups (A, C, W and Y) and will start in schools in September 2015.

Even if you have already had a MenC vaccine you should have the MenACWY vaccine. If you're in school years 9 to 13 (aged 13-18 years) you're in a high risk group, so make sure you don't miss out on your vaccination.

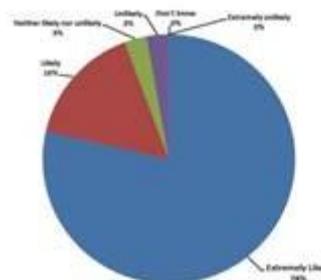
If you are going to **university in 2015**, go to your GP to get the vaccination **before** you go but if you miss out register with a GP at university and get the vaccination there. More information can be

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?

June 2015

Extremely Likely: 79%
Likely: 16%
Neither Likely nor Unlikely: 3%
Unlikely: 3%
Extremely Unlikely: 0%
Don't know: 0%

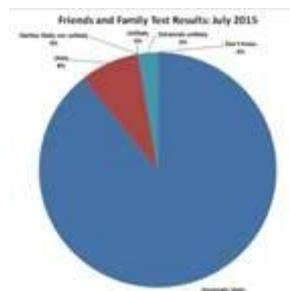


found at www.meningitisnow.org.

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.

July 2015

Extremely Likely: 89%
Likely: 8%
Neither Likely nor Unlikely: 0%
Unlikely: 0%
Extremely Unlikely: 3%
Don't know: 0%



Did You Know?

Advanced Nurse Prescribers

Hope Farm Medical Centre has two Advanced Nurse Prescribers, Sister Kathy Woodley and Sister Tracy Thomas, and some of you may have already met them both. If there are no appointments available to see your GP you may be offered an alternative appointment with an Advanced Nurse Prescriber. But what is the role of an Advanced Nurse Prescriber?

Advanced Nurse Prescribers are trained specialist nurses who have undertaken additional education in order to provide advanced nursing care and prescribe. They can provide treatment and advice for many problems for which you may have seen a doctor in the past. Their main areas of expertise are in the management of common illnesses and long term conditions.

The Advanced Nurse Prescribers can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required. They can make referrals to hospital doctors or other health care professionals, and admit patients into hospital when necessary. They work closely with your GP and liaise frequently with them about your care.

Unfortunately they are unable legally to sign a sick note, so you will need to see your own GP for this.

We hope that you find this service a benefit and improves your access to a health professional, but please be assured that a doctor's appointment will always be available should you prefer.

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:

Chester – Monday to Friday and on Saturday mornings
Ellesmere Port – Monday to Friday and on Saturday mornings
Helsby – Monday to Friday
Tattenhall – Wednesday and Friday evening
Tarpoley – Thursday evening and Saturday morning

Just telephone **01244 385422** to get an appointment at any site. Appointments are available between 6.30pm-9.30pm, Monday to Friday and 9am-2pm Saturday and 10am-3pm 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.

Pharmacy First



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)
- 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)

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)

To unsubscribe from the newsletter please email hopefarm.medicalcentre@nhs.net with "unsubscribe" in the subject heading