



HOPE FARM MEDICAL CENTRE

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PRACTICE NEWSLETTER

Supporting our patients every step of the way

January 2016

In This Issue:

1. [Welcome](#)
2. [Practice Closures](#)
3. [Important Dates](#)
4. [News, Events, Updates and Alerts](#)
5. [For people who care](#)
6. [New practice website](#)
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

Welcome to the January edition of the practice newsletter!

There has been a lot going on at the Practice to update patients on since our last newsletter. In this edition of the newsletter you will discover that we are launching a new practice website at the end of January, we have been selected as one of two practices within West Cheshire to prototype a new way of delivering care to patients with a long-term condition, and if that wasn't enough we are about to embark on a renovation project within the practice!

I suspect that the next couple of months will be just as busy for the Practice.

Tim Goldsbrough, Practice Manager

Practice Closures

Please note that the practice will be closed on **Thursday 28th January 2016**. 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

28th January 2016 Practice Closure 1pm until 5pm

31st January 2016 new website launched

6th February 2016 Building work starts at the Practice

25th February 2016 Carer Drop-in clinic 2-4pm at Hope Farm

News, Events, Updates and Alerts

National GP Patient Survey

The latest National GP Patient Survey results are in! The continued effort of the practice to provide a high level of care to our patient population is demonstrated through the results from the latest National GP Survey, and we would like to thank all our patients who took the time to complete this survey. Your feedback on the practice is very important to us. A summary of the results includes:

90% find the receptionists at this practice helpful (National average 87%)

90% say the last appointment they got was convenient (National average 92%)

 **100%** had confidence and trust in the last GP they saw or spoke to (National average 95%)

100% had confidence and trust in the last Nurse they saw or spoke to (National average 97%)

86% would recommend this surgery to someone new in the area (National average 78%)

A full list of the GP Patient Survey can be found online at <https://gp-patient.co.uk/>. As we strive to be one of the best GP Practices there are still areas that we want to continue to improve and you may notice changes to the practice over the next year as part of our continued development to the services offered.

Building Work

During February we are beginning an exciting three-week renovation project within our Patient Services area in the practice. This will include a brand new welcoming reception area and a complete renovation of the administration work area. The work will take place during evenings and weekends to keep the disruption to patients and services at the practice to a minimum, but please bear with us during this period of work. We are confident that you will be extremely pleased with the end result.



**Are you caring for someone? Feel isolated or need more support?
Come to our carers drop-in clinics at the Practice.**



The government have recognised that 1 in 10 of us will be in a caring role sometime in our lives; the practice and the Carers Trust wants to provide you with the information and support to prepare you for those times.

On the last Thursday of each month between 2pm and 4pm the practice is hosting a drop-in clinic for carers. This drop-in clinic is being run by Carol from the Carers Trust. You don't need an appointment with Carol just come along to the practice between 2pm and 4pm and ask at Patient Services to speak to Carol.

The first drop-in clinic will be **2pm-4pm Thursday 25th February 2016.**

Peer Coaching available for patients with long-term condition

The practice now has two volunteer patients who are Peer Coaches for long-term condition patients. Our fantastic patient volunteers have gone through extensive coaching training and support and are now beginning to coach other patients with a long-term condition.

Having a long term condition, like diabetes, COPD, coronary heart disease, hypertension....etc. can be difficult to cope with. There's the medication; there's all the information and advice; there are so many appointments to remember and there are times when you may just get fed up. It can feel that no-one really understands what it's like. We think that's very understandable and we think we might be able to help.

There are others in the same position as you – people who also have a long term condition – who do understand what it's like to face the same challenges as you do. They do understand your problems. Most likely they face the same problems themselves! A few of these people are trained coaches. They know how to listen to you. They don't lecture...they don't preach...they don't tell you off. They are trained to support you to work through whatever problems and challenges you face. Most importantly, they are available to help you. All you need to do is ask!



If you think you would benefit from support in managing your long-term condition through work with one of the practices Peer Coaches, please speak to the Practice Manager or your practice nurse at your next appointment.

The Practice would also like to take this opportunity to thank our two Peer Coaches for giving up their time on a voluntary basis to assist other patients in the practice.

Longer appointments for patients with Long-term Conditions

A scheme to improve the well-being of patients with long-term conditions including diabetes and COPD began in the New Year. A report by the Royal College of General Practitioners indicated that patients would benefit from more of a motivational approach, empowering them to manage their condition.



Hope Farm Medical Centre was one of two practices in West Cheshire selected to prototype this new approach in empowering patients with long-term conditions. The new approach adopted by West Cheshire Clinical Commissioning Group, will give patients more time during their nurse appointment or annual review.

Patients will initially have an appointment with our Healthcare Assistant to complete a range of routine long-term condition checks prior to an appointment with one of the practice nurses. This will give the patient more time with the practice nurse to concentrate on how they will manage their long-term condition.

This new approach is initially being trialled with patients with diabetes during January to March 2016 before being rolled out to all long-term conditions. If you are due an annual diabetic review during February and March please speak to a Patient Services to make an appointment with the practice Healthcare Assistant.

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.



Firstly a big congratulations to the team at Hope Farm Medical Centre, for encouraging patients with caring roles to register with the surgery.

Bigger congratulations to the carers for making the brave decision to recognise the important role they have. Please continue to work with your surgery as we are, and we are looking forward to lots more awareness being raised by engaging on a regular basis. We have intentions of "drop in" sessions to allow you to just come and ask, or chat, this is for all to understand what is available to support those who find themselves in caring roles.

The government have recognised that 1 in 10 of us will be in caring roles sometime in our lives, we want to give information to prepare us for those times. Your Practice will make you aware of the dates and times of these sessions.

We also have group sessions that meet at Trinity Church the last Thursday of every month. Please watch your surgery screens for events we have coming up in 2016.

I want to make you aware of a patient who is now registered as a carer with the Practice, once she registered we were able to start supporting her, Bess tells it like this.....

"Joining the Carers Group has enormous benefits, meeting new people who have many different experiences from me in the caring roles they have, but the most common experience not least is the feeling of isolation. The Carer group has been able to give me the information I have needed, and signposted me where to go for more specific information to my caring role. I have attended events that have helped me understand what is available, I have learnt about Carers Rights and the

New Practice Website

On the 31st January Hope Farm Medical Centre will be launching our new website. This will still be accessible from the same website address (www.hopefarmmedicalcentre.nhs.uk) but will now have a modern, fresh and inviting look.

What information can be accessed from the new website?

Who should I see: on the website there is a detailed list of common conditions and the healthcare professionals who can deal with your condition. You may not need a GP appointment but rather an appointment with one of our experienced Advanced Nurse Practitioners, Practice Nurses, Healthcare Assistant or even the pharmacy. As GPs tend to have the longest waiting times we hope providing this information will enable you to access the most appropriate healthcare professional for your condition to allow you access to the practice as quickly as possible at a time that is convenient.

Patient Access: through the website you can access Patient Access which allows you to register for online access to the practice. You are able to conveniently book appointments online 24-7, cancel appointments and order repeat prescriptions. Each day there are a number of online appointments that don't get booked and are released as on the day appointments.

Services: there is a list of in-house services and chronic disease management on the website. Don't forget that we still have the in-house physiotherapists at the practice 3 afternoons each week (Monday, Tuesday and Wednesday) – you don't even need a GP referral to see the physiotherapist! Just speak to a member of the Patient Services Team to book an appointment or for more information

Carers Section: we have a dedicated carers section on the website as a portal of information for people in a caring role. This is in conjunction with the Carers Trust and the Young Carers Network. If the practice can assist people in a caring role in any way, please speak to a member of the Patient Services Team or a carer link.

News Section: in order to keep you up to date with the latest news, developments and services at the practice we have include a dedicated 'news' section within our website.

Meet the team! There is now a section on the website giving information on the practice team including the Doctors, Nursing Team and Patient Services Team.

Care Act. I attend Carer Day, I attend wellbeing day, and I know to look after me! I was recently invited to join a group of carers to attend an overnight spa break to Carden Park, I never leave my husband, but I did. (In the capable hands of my daughter!) This break was a rare treat, I was able to catch up with different carers, I was relaxed, spoilt and this was something for me, I love my husband, but this was for me rather than having to always consider others. I came away with a natural tiredness and slept well, as opposed to a stressed tiredness. Since attending the group I now feel I recognise the social element, I take time out for myself, I now resolve to do something for me each day, I realise I have to safeguard my own health to ensure I can look after my husband."

Bess has now joined your Practice PPG, she brings with her a voice that she thought she had lost, because she just did what we all do, we care! Your Practice are working hard to recognise your needs as carers, we are able to provide the support to you and the Practice, but they cannot do it without you registering with your GP as a carer. Please ask the Patient Services Team for the form and they will get it to us and take it from there!

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

My contact information is – Carol Boyle 07747 152435 email carolb@cheshirecarerscentre.org.uk

Carol Boyle

We would like to thank the PPG for their valued input into developing this new website.

News from your Patient Participation Group

The Hope Farm Medical Centre Patient Participation Group is a patient-led representative of Hope Farm Medical Centre. Its primary aim is to be the conduit between the patients of Hope Farm Medical Centre and the partners and staff.

Our Patient Participation Group (PPG) meets at the practice quarterly to provide a forum for discussion about the practice. If you are a patient registered at the practice, with a positive contribution to make, please apply to join the group.

Any patient of the Hope Farm Medical Centre Practice, aged 16 or over, can apply or be invited to become a member of the Group. We welcome applicants from all walks of life with the aim that the group will consist of a representative cross-section of our patients.

The aim of Hope Farm PPG is to work with as many different patient groups as possible and to make sure that the group is as fair a representation of our entire patient population as possible. That is why we have decided to include a virtual group attached to the main Hope Farm PPG that will meet in person. We recognise that many patients are unable to attend the meetings due to other commitments including work, children or being a carer. These individuals may want to have a say in what we do. Being a member of the Virtual Hope Farm PPG Group will mean contact by email to gain valuable input and opinion on a range of topics from the members. Virtual members will have an equal right to participate in any topic and can attend in person at PPG meetings if available.

Please speak to the Practice Manager if you would like to join the PPG or to find out more information.

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.



YoungMinds – the voice for people's mental health and wellbeing.

We only get one shot at growing up, but it's tougher than ever. School stress, bullying, sexual pressure, no jobs and then not being able to get help when we need it are stressing us out. So, YoungMinds are fighting the pressure and creating a mass movement of children and young people campaigning for better mental health and wellbeing.

Following a consultation with 1,600 young people, YoungMinds Vs is focussing on a number of issues:

YoungMinds Vs School Stress

YoungMinds Vs Sexed Up

YoungMinds Vs Bullying

YoungMinds Vs No Work

YoungMinds Vs No Help

YoungMinds Vs Stress at University

More information can be found online at: www.youngminds.org.uk

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.

Friends and Family Test Results

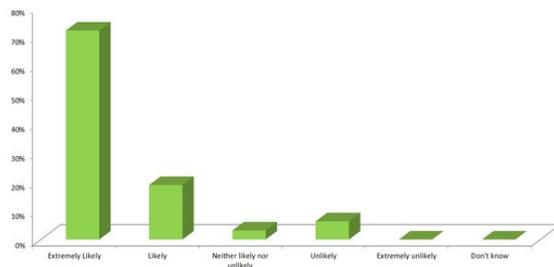
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Nov 2015

Extremely Likely: 72%
Likely: 19%
Neither Likely nor Unlikely: 3%
Unlikely: 6%
Extremely Unlikely: 0%
Don't know: 0%

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

November 2015

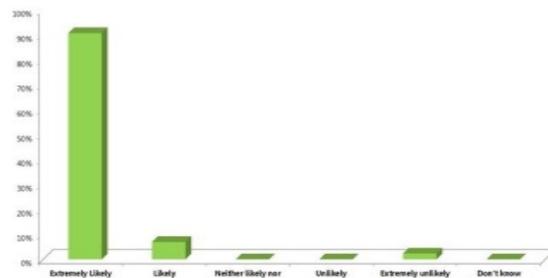


Dec 2015

Extremely Likely: 91%
Likely: 7%
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?

December 2015



Did You Know?

Access to appointments

Did you know that you can book an appointment 24 hours a day 7 days a week? Each day a number of GP appointments are available to be booked online through **Patient Access**. Many of these appointments do not get booked online in advance and instead get released as on the day appointments.

You can choose the GP you want to see, along with a list of dates and times available, simply click select and you are booked.

Why wait until 8am, instead why not beat the rush and book an appointment when it is convenient for you through **Patient Access**? To register all you need to do is pop into the practice with photo ID and speak to a member of the Patient Services Team, who will give you a unique registration letter that you will need to complete the online registration process.

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)
- 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)

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