



HOPE FARM MEDICAL CENTRE

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

PRACTICE NEWSLETTER

September 2015

In This Issue:

1. Welcome
2. Practice Closures
3. Important Dates
4. News, Events, Updates and Alerts
5. Carers Corner
6. British Lung Foundation Information Event
7. Endeavour ~ Social hub for the older generation
8. News from your Patient Participation Group
9. The Next Generation
10. Friends and Family Test Results
11. Extended Hours – GP Appointments
12. Pharmacy First
13. Did You Know?
14. Unsubscribe?

Welcome

Hello and welcome to the Hope Farm Medical Centre practice newsletter! So much has been happening at the practice since the last newsletter this newsletter is fit to burst with news and information! I was very lucky to spend some time with the Pets As Therapy (PAT) dogs and watched first-hand the amazing impact their therapeutic visits made to residents of Mayfield's Residential Care home. To watch how something as simple as a dog engaging with a resident with severe dementia and how their eyes lit up was a very humbling experience.

With the first day of autumn being the 23rd September 2015 it is only fitting to promote the start of the flu vaccination programme at Hope Farm Medical Centre; along with the shingles vaccination and whooping cough vaccination for pregnant women. Please contact the Practice to make an appointment.

Hope Farm Medical Centre has also won an award from the West Cheshire Clinical Commissioning Awards in September which is a wonderful accolade for the practice staff to receive in recognition for all their hard work.

Tim Goldsbrough, Practice Manager

Practice Closures

Please note that the practice will be closed on **Thursday 29th October 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

5th October 2015 Flu vaccination clinics start

13th October 2015 British Lung Foundation Information Day

29th October 2015 Practice Closure 1pm until 5pm

20th November 2015 Carers Rights Day

News, Events, Updates and Alerts

West Cheshire Clinical Commissioning Group 2015 Award!



Hope Farm Medical Centre has recently received an award from the West Cheshire Clinical Commissioning Group for the work undertaken by the practice in supporting patients with Long Term Conditions. This is fabulous recognition from the CCG and demonstrates the hard work undertaken by the practice team in supporting patients with a long term conditions. Well done to the whole practice.

In Practice Direct Access Physiotherapist Assessments Update

Since the introduction of the **30 minute in-practice direct access physiotherapy assessments** the demand has been tremendous, with fully booked physiotherapy surgeries. If you have found it difficult to book an appointment the initial demand has started to ease and appointments are now available. The physiotherapists are in the practice on Monday, Tuesday and Wednesday afternoon.

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

To book appointments please contact the practice.

Flu Vaccinations!

Flu is contagious and can be unpleasant. It is caused by different strains of influenza viruses, which can be passed on through coughing, sneezing or by touching infected surfaces or people. It can be serious for those more at risk of developing complications and these patients are entitled to a free NHS flu vaccination.

Who is entitled to a **free NHS flu vaccination**?

- ✓ Those aged 65 years and over
- ✓ Those aged six months to under 65 in clinical risk groups
- ✓ Pregnant Women
- ✓ All two-, three- and four-years-olds (but not five years or older) on 31st August 2015
- ✓ Those in long-stay residential care homes
- ✓ Carers



The flu clinics at Hope Farm Medical Centre start on the 5th October 2015. Please ring the reception team to book you appointment.

Shingles Vaccines

Who is eligible for the 2015/2016 **Shingles Vaccination**? The age you will be on 1st September 2015:



- ✓ **70 ~ Yes** (i.e. born between 2 September 1944 and 1 September 1945)
- ✓ **71 ~ Yes** (i.e. born between 2 September 1943 and 1 September 1944)
- ✓ **72 ~ Yes** (i.e. born between 2 September 1942 and 1 September 1943)
- ✓ **78 ~ Yes** (i.e. born between 2 September 1936 and 1 September 1937)
- ✓ **79 ~ Yes** (i.e. born between 2 September 1935 and 1 September 1936)

- ✗ 69 or under ~ No (i.e. born on or after 2 September 1945)
- ✗ 73-77 ~ No (i.e. born between 2 September 1937 and 1 September 1942)
- ✗ 80 or over ~ No (i.e. born on or before 1 September 1935)

Please ring the reception team to book you appointment.

New whooping cough figures prompt call for pregnant women to get immunised

Public Health for England is calling for pregnant women to take up the **whooping cough (pertussis)** vaccine in order to protect themselves and their babies from this serious disease. New surveillance figures confirm that whooping cough activity remains at raised levels in England.

New data published on 3rd September 2015 shows that for the year to March 2015 whooping cough vaccine coverage in pregnant women averaged **56.4%** in England.

Whooping cough is an acute respiratory infection, which usually begins with mild, cold-like symptoms that develop over one to two weeks into coughing fits that can be severe. The cough can often last for two to three months. However, whooping cough can be fatal, particularly in young babies before they are protected by their first dose of vaccine at 2 months.



If you would like to discuss the whooping cough vaccine, or book in for the vaccine, please contact the practice.

Information for deaf patients



Communication barriers are the number one reason deaf people have poorer health compared to hearing people. It is therefore very important that the practice books an interpreter in advance of your appointment with the clinician. This is a basic right for deaf people and one that will ensure you have a clear understanding of your health and the information you are being told.

When making an appointment, particularly if made on behalf of a deaf patient, the receptionist will confirm that an interpreter will be booked for you. If this is not communicated please confirm that an interpreter will be booked in advance before ending the call.

Pets As Therapy (PAT) Dogs

As the 26th August was **World Dog Day** Hope Farm were delighted to welcome PAT dogs into the practice to enable them to promote their work. The charity provides therapeutic visits to hospitals, hospices, nursing and care homes by volunteers with their own friendly dog. In the afternoon we went to visit Mayfield's Residential Care Home and it was very humbling to see how even the most withdrawn resident seemed to open up and let the barriers down as they interact with the visiting PAT dog.

Research continues to validate the very real value of this daily work undertaken in the community by voluntary Pets As Therapy visitors and their dogs that work amongst those of us most in need of a little extra boost in addition to medical skills and nursing care.

To become a volunteer or for more information please visit www.petsastherapy.org



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.



Carers Rights Day

When you are looking after someone it's important that you have the right information to hand when you need it.

Carers Rights Day is an annual event that supports Carers to understand their rights and find out how to get the help and support they are entitled to. Every year Cheshire and Warrington Carers Trust recognise this day by hosting a number of events across our area; this year the events will take place on **Friday 20th November**, keep an eye out for more details nearer the time. Events on the day will

- Make carers aware of their rights.

British Lung Foundation Information Event

Want to find out more about your lung condition and meet others? Join the British Lung Foundation for a friendly informative relaxing day on **Tuesday 13th October** 10am to 3.30pm at Haydock Park Racecourse.

The event is for anybody affected by a lung condition, family members and carers. Topics will include Chronic Pulmonary Disease (COPD), Idiopathic Pulmonary Fibrosis (IPF), getting your voice heard and how the British Lung Foundation can support you.

There is free lunch and refreshments plus live music from the Jolly Wheezers!

To book a place please ring 03000 030 555 or online on <https://www.blf.org.uk/conferences-NorthWest>

Endeavour ~ Social hub for the older generation

The aim of Endeavour is to give the older generation within Ellesmere Port an enjoyable and memorable day, where you can meet up with and make new friends each week. It encourages

Providing information and advice for carers, not just people who are new to caring – even those who have been caring for years sometimes aren't aware of their entitlements.

- Let carers know where to get help and support.

Both local services and online support

- Raise awareness of the needs of carers.

Working with the public, decision makers and professionals to raise awareness Carers' issues.

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, Carers Trust

getting out and mixing with others who are like-minded, preventing social isolation as well as promoting health and wellbeing. Endeavour provide a variety of activities daily including:

- ✓ Entertainment
- ✓ Demonstrations
- ✓ Morning and afternoon refreshments
- ✓ Talks ~ local interest, people, nature and food
- ✓ Music and games
- ✓ Freshly prepared lunchtime meals

For further information please ring 0151 539 0428 or email endeavoursocialhub@gmail.com

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.

In addition to my role as the Chair of Hope Farm Medical Centre Patient Participation Group, I am also a Patient Leader for the West Cheshire Clinical Commissioning Group. The role of the Patient Leader is to help improve the health and social care services in the West Cheshire area. As Alison Lee (WCCCG Chief Executive Officer), said: *"this is an excellent opportunity for the people of West Cheshire to use their experiences of the NHS to help transform local services"*.

Being a Patient Leader enables me to offer my expertise and ensure that the views and interests of my experience of being a patient can inform the work of each of the CCG's programmes; Starting Well, Being Well, Primary Care, Mental Health and Ageing Well/End of Life. It also ensures that the views of Hope Farm Medical Centre patients are directly communicated to the CCG via a patient.

Over the last few months I have undertaken a number of activities within the remit of Patient Leader. This has included:

- ✓ **Nurse training patient perspective meeting**
- ✓ **'Whole Team' Event:** this meeting included a virtual dementia tour and a discussion surrounding the West Cheshire Way. The purpose of the West Cheshire Way is to improve self-care by patients, it will work across boundaries and support people in the community and it will improve the management of the long term conditions.
- ✓ **Demonstration on E-consulting**
- ✓ **Year of care:** which aims to provide personalised care planning for people with long term conditions by working in partnership with patients and care professionals

This is very rewarding work and will ensure that Hope Farm Medical Centre is at the forefront of the latest developments and technologies being rolled out across West Cheshire to the benefit of Patients at Hope Farm Medical Centre.

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.

GOSH ~ Go Sexual Health

GOSH is Cheshire's new sexual health service and from April 2015 relocated to the Fountains Health Building in Chester (Delamere Street).

Website: www.gosexualhealth.co.uk

Email: ecn-tr.gosh@nhs.net Phone: 0300 323 1300

Advice and treatment: when it comes to your sexual health there's a lot you need to know. From how to avoid sexually transmitted infections (STIs) such as Chlamydia, getting to grips with contraception, to being clear about your sexuality, it can all seem a bit daunting.

GOSH services include:

- ✓ Free online chlamydia screening postal kits for 16-24 year olds
- ✓ Free condom distribution
- ✓ All methods of reversible contraception
- ✓ Emergency contraception
- ✓ Testing and treatment for STIs

Confidentiality: Confidentiality means not telling anyone else about anything you have said to GOSH or about the information they have about you. Occasionally there may be exceptional circumstances when they are required by law to share your information - for example if they get information that suggests that you or another are at serious risk of harm, they may have to discuss this with other services in order to protect you.

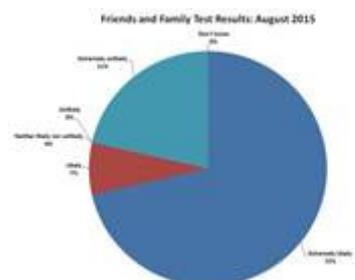
We would love to have greater involvement from younger people in our Patient Participation Group to ensure your views are represented. Please speak to the Practice Manager if you are interested in the PPG or the type of information you would like to see included in the newsletter.

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?

August 2015

Extremely Likely: 72%
Likely: 7%
Neither Likely nor Unlikely: 0%
Unlikely: 0%
Extremely Unlikely: 21%
Don't know: 0%



Did You Know?

New Registrars at the Practice

Hope Farm Medical Centre has two new registrars in the practice. It is a pleasure to welcome Dr Hannah Smith and Dr James White to the practice team who will be with the practice until August 2016. We wish them a very warm welcome.

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 **five** locations in West Cheshire:

Chester, **Ellesmere Port**, Helsby, Tattenhall and Tarporley

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