



TATTENHALL & FARNDON NEWSLETTER SUMMER 2019 ISSUE 7 - email – [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net)

## ONLINE 'PATIENT ACCESS' – EVERYONE BENEFITS

There are currently 8289 patients registered with the VSG. Only 2827 of these patients, however, have registered for online 'Patient Access', which amounts to just 34%.

**The benefits to Patients in using online 'Patient Access' are many; you can ...**

- Use the service at any point of the day or night – it is a 24-hour online service
- Order repeat prescriptions (with the help of your PPG, our Practice is already the highest user of the Electronic Prescription Service in Western Cheshire)
- Book appointments – you can view available appointment slots and view whether your 'preferred' GP is available too
- See Test Results
- Access your Medical Records (when applying for health-related insurance, this ensures that information provided is accurate)
- See your Immunisation History

**The benefits to the VSG Staff are also numerous, particularly in relation to time management ...**

- Less telephone calls at 8.00am
- Less time used in dealing with and/or the collection of repeat prescriptions
- Less time spent on the phone in dealing with Test Results
- With more online patients, annual review invites do not have to be sent through the postal service

Please register for online 'Patient Access' and save yourself time and the VSG Staff too – it makes perfect sense.

For information on how to register visit [www.support.patientaccess.com/registration](http://www.support.patientaccess.com/registration)



## MISSED APPOINTMENTS

We continue our commitment to publish missed appointments with a doctor and/or practice nurse. For the months of March and April, **116** and **95** appointments were missed respectively.

Regrettably, this continues to be a frustration. If you have a pre-booked appointment which you know you will be unable to attend, please let the practice know so that your appointment can be cancelled and re-allocated to someone who might need to see one of our practitioners.

## FARNDON SURGERY MAKEOVER

Move over Phil Spencer and Kirstie Allsopp is what we say! One of the recurring themes from our VSG Patient Participation Survey was the 'grim state' of the FarnDon Surgery waiting area.

Well this is now transformed thanks to your PPG and the support of our Practice Manager in making these improvements possible. Judging by your positive comments, you are more than pleased with the outcome.

### BEFORE



### AFTER



# SEEKING TO BECOME 'DEMENTIA FRIENDLY COMMUNITIES'



Dementia can be cruel ... *'here but not here; somewhere – just not here'.*

## Information Session

Your PPG is seeking to introduce some initiatives in our quest to become 'Dementia Friendly Communities'.

With this in mind, we have invited Rob Catlow, a Dementia Friends Champion in Cheshire West, to the Barbour Institute, Tattenhall, on Tuesday 4 June between 6-7pm to raise our awareness on 'Dementia' and to provide us all with some stepping stones in reaching our long-term objectives as 'Dementia Friendly Communities'.

Rob will guide us through his role as a volunteer Dementia Friends Champion and will provide some interactive short exercises which aim to identify key facts about dementia, but which also offer practical solutions in our understanding of what (for us) might be considered as simple tasks.

With the right support, and the correct sequencing of tasks, individuals with dementia can lead fulfilling lives and overcome some of the challenges presented by this cruel condition.

Booking is essential, so please email [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net) to confirm your place. Places are limited to 60 and we ask you to please arrive promptly from 5.45pm onwards.

We look forward to seeing you at The Barbour Institute on 4 June for what proves to be a hugely interesting session.

## BOXING CLEVER

Dr Teplicky who joined our VSG Practice just last year, has most recently taken part in a local fundraising initiative. Unusually, you might think, this involved her participation in a 'Boxing Match'. Our congratulations to her for raising over **£1050** towards Cancer Research UK. As she says, *'we all know someone affected by cancer ... every donation helps, and no amount is too small (or too large)'.*

If you would still like to donate, you can do so at: <https://www.justgiving.com/fundraising/christa-teplicky>



September 2018 – 31 August 2019

## Shingles eligibility

- ✓ Eligible
- ✗ Non eligible



Patients remain eligible for the shingles vaccine up until their 80th birthday.

Immunisation

The safest way to protect children and adults

## What is the Shingles Vaccination?

- The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.
- The shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

## Who can have the shingles vaccine?

- Check the poster on the left, to see if you're eligible for the shingles vaccine.
- The shingles vaccine is not available on the NHS to anyone aged 80 and over because it seems to be less effective in this age group.
- There are some people for whom the shingles vaccination may not be suitable, even though they fit into the age brackets shown.
- More information can be found at <https://www.nhs.uk/conditions/vaccinations/who-can-have-the-shingles-vaccine/>

## Eligible and want the Shingles Vaccine?

- Call reception today on **01829 771588** to book an appointment.

For more information on the Shingles Vaccination visit: <https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

## HEALTH HUB FAMILY DAY – SAVE THE DATE

On Saturday 14 September your VSG PPG is holding a 'Family Health Hub Day' at Farndon Community Club, Sibbersfield Lane, Farndon, between 10am and 4pm.

We aim to bring together our local communities to publicise just 'What's out There' for anyone and everyone.

'Community Choirs', 'Knit, Natter, Stitch and Chatter' sessions, 'Men's Sheds' (is that gender specific asks your Editor), 'Talking Cafés', 'Bereavement Cafés', 'Healthbox CIC' sessions, 'Walking Groups' ... the list goes on and on and our Well-Being Co-ordinator will also be in attendance .

Whilst living in rural communities can be rewarding, it can also be extremely isolating. Evidence suggests that social contact should be 'on prescription' whether we are young or old (or anywhere in between).

There will be a host of represented groups which aim to increase our sense of community and our sense of mindfulness and well-being.

That said, the day will have a festival appeal with lots of exciting activities, aiming to improve community connectivity.

If you can donate your time to promote what your organisation does to improve social connectivity locally, then please email [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net) with a brief outline of what it is in which you are involved and what you might offer and we will get back to you.



## 'MAY' IS NATIONAL WALKING MONTH – FUN, FLEXIBLE & FREE

You might well be receiving our Summer Newsletter towards the end of the month, but did you know that 'May' is 'National Walking Month'.

Walking is fun, flexible and free and there are lots of reasons to walk ...

- Give your heart the workout it needs
- Reduce the risk of developing some conditions such as type 2 diabetes
- Help control your weight
- Feel less stressed
- Enjoy the village and countryside in which you live
- Get a healthier body shape and appearance
- Save money



Image by courtesy of The Sandstone Ridge

Walking is a fantastic way to keep active and to maintain a healthy heart, so try to include some last-minute walking during the final days of this month (and beyond ... of course).

## Everything you need to know about cervical screening:

Cervical screening, or the "smear test", is a routine health check that identifies potentially harmful cells and changes on the cervix. Cervical screening is **not** a test for cancer but catching any changes early can reduce your risk of developing cervical cancer.

Cervical cancer kills two women every day. Regular screenings can help reduce that number, which is why it's so important you attend your screening when invited.

Our nurses are trained to do all they can to put you at ease during your appointment and are on hand to answer any questions or concerns you may have.

However, whether you attend your screening or not, is ultimately your choice.

For more information about cervical screening visit:

<https://www.nhs.uk/conditions/cervical-screening>

Public Health England

### Cervical screening can stop cancer before it starts

Don't ignore your invite letter. If you missed your last one, **book an appointment with us today.**

NHS

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

# Have you heard of 'The Village Surgeries Equipment Fund'?

The Village Surgeries Equipment Fund was started in 1985 and has run continuously since then.

The aim is to provide additional equipment that is not funded by the NHS and which can be used both in the surgery and the community, for the benefit and comfort of our patients. The Fund is supported by fundraising and donations.

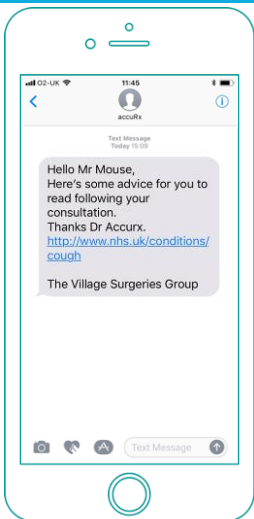
During recent months we have spent over £5000 on the following items:

- Hyfrecator
- World-Class INR Software
- A Fridge
- A Microlife Watch
- A Spirometry Machine
- 2 Oximeters and Parts
- 3 Ear and Eye Scopes

Without the help of the Equipment Fund we would simply not have been able to obtain these items. The VSG is very grateful that the Fund has purchased these items which enable patients to be treated in the surgery rather than travelling to hospitals, and in some cases provide equipment that performs procedures that are simply not available on the NHS.

We have a '100 Club' to raise money for the Fund, where you have a 1/100 chance of winning a prize. Numbers cost £10 each and are now on sale. Forms are available from both Surgery Reception Areas or from the Surgery Website.

For immediate queries or to make a donation, please contact Helen by emailing [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net)



## We are now using accuRx to text message patients!

**What is accuRx ...** A system which allows us to easily send text messages to patients. It means we can be much more pro-active about some communications, messaging you quickly and securely, so you are not waiting around to hear from us!

### Some examples of how we might use it...

- Reminders or notifications (e.g. prescription ready)
- Letting you know we tried to call
- Informing you of eligibility for vaccinations (e.g. flu, pneumococcal and shingles)
- Sending you advice at the end of a consultation

Our practice name will always appear at the bottom of the message. You won't be able to reply to the texts as is standard. Please help us to help you by ensuring that any mobile number that we hold, is up-to-date. If you don't want us to contact you in this way, then please let us know.

## Rolling Half Day Training Dates:

We firmly believe that all our staff need to be well trained and keep up-to-date with ongoing changes in their day-to-day work. The Village Surgeries Group, like other practices in the Chester area, closes for one afternoon a month, in order that staff training can be undertaken. **When we are closed call 111, unless it's an emergency then call 999.**

The practice is scheduled to be closed for training, from 12:30pm-8:00am the following morning on these dates.

- Tuesday 18 June 2019
- Thursday 25 July 2019
- Tuesday 20 August 2019
- Thursday 26 September 2019

Please note - that from 5:00pm on the above dates, you will be able to phone the surgery BUT our doors will **not** be open.



## Need a weekend or evening appointment?

You can book for a GP, nurse, blood test or physio appointment.

Call: **0300 123 7743**

Search online for **West Cheshire Extended Hours**