



VSG PPG



Village Surgeries Patient Participation Group
01829 771588

TATTENHALL & FARNDON NEWSLETTER NOVEMBER 2021 ISSUE 13 email – vsg.ppg@nhs.net

A MESSAGE FROM THE TEAM AT THE SURGERY

We are extremely fortunate that we have a strong base of GP's, Advanced Nurse Practitioners, Nurses and regular locums. Sometimes, sadly, clinicians get poorly too and we currently have Dr Siddorn on long term sick leave. We have done our best to utilise the team to ensure our patients still receive the best possible level of care, but added to this we also encounter unexpected staff illnesses. When you call at 8.20am to be told that all the appointments have been taken we are not being awkward, or saying it for fun, we are under extreme pressure and are accommodating our patients, to the best of our abilities. Last month we had approx. 1500 face to face appointments and approx. 1500 telephone appointments, with our GPs, Nurses, HCA's, Midwife and Physios. We also vaccinated over 1000 patients in our Saturday Flu Clinics. We are working to the best of our abilities and have done so all through this pandemic.

Unlike some surgeries we don't work by asking our patients to complete online forms then offer an appointment in three weeks time. We answer the telephone and we may say you need to call again in the morning at 8am. We may offer you an appointment at one of our local pharmacies, or we may advise you to call 111. We will do whatever we can to help and we appreciate your frustration, but we also ask you to please be kind to us when we are helping with your enquiries. Some of the calls we take aren't for a GP. Please think before you call and ask yourself "do I really need to speak with a doctor regarding this?". In some instances reassurance is all that is required. Do you have a family member or friend who could help with some advice? We have included a website link within this newsletter which we are sure will prove a valuable source of information to families – please do read on and view these videos.

Please can we also reiterate the message that we are NOT involved with organising the Covid Booster or a 3rd primary dose of the vaccine. We cannot help you to cancel, rearrange, or book any of these appointments. We appreciate your frustration with this as within the letter from the NHS it does say 'your GP surgery can help organise'. This, sadly, this is a miscommunication and, as much as we would love to help, we have no ability to assist you with this. Please email the address within the letter or telephone the number shown. It will be a recorded message and a response should be forthcoming within 72 hours.

Through this newsletter we hope to keep you up to date with surgery information and after receiving such positive feedback after our September edition we will be keeping in regular contact. Please keep your eyes open for our January edition to arrive in your inbox. ☺

CONSENT TO DISCUSS MEDICAL RECORDS

The surgery have been receiving an increase in calls from family requesting information in respect of a parent or child (over 11 years old). Due to patient confidentiality and data protection unless we have authority from the patient we are unable to discuss anything, even if you are their partner, son, daughter or parent.

The surgery have forms available to allow consent to discuss medical records which are completed by both parties, this uploaded to the patients records and protects everyone involved. If you feel this would be of benefit to yourself or family members please collect a form from the surgery. Alternatively, the form can be downloaded from the website <https://www.thevillagesurgeriesgroup.co.uk/online-services-2>.

Thank you

Please email vsg.ppg@nhs.net for more information about how to get involved! We look forward to hearing from you ☺



PPG Meeting Dates
Tuesday 11th January
Tuesday 8th February
Tuesday 15th March
Tuesday 12th April

By Zoom - please email to receive the link to join the meeting, we would love to see you!

WARM WELCOME TO OUR NEW PPG CHAIR DENISE CHILTON

What made you want to join the PPG and be Chair?

I have lived in Farndon for over 20 years and have been a patient with VSG during that time. The late David Hughes, my next door neighbour, encouraged me to come along to a meeting as he knew I had been supporting primary care staff in practices across the UK and thought I might be useful! I was given a very warm welcome from a lovely group of friendly, like minded people, all wanting to work together to make for a better patient experience. So, I guess I joined the PPG as I felt I had a real understanding of the issues, both from a primary care perspective and also from a patient's perspective. The Chair role seemed a natural progression to keep the good work going for patients in our local community.



What do you see as critical to do in the next 12 months?

I would say communicating, collaborating and community are critical. There are a number of frustrations for patients at the moment and it would be wonderful to have a magic wand and magic them all away. I don't have one of those I am afraid. Being transparent and communicating well with each other about what is happening locally helps people get perspective and I think the more we continue to do that between the practice and the PPG the more we can focus on the things we can control and change. whilst also accepting the reality there are things we cannot change. The PPG is for every patient, and it would be great to have some other patient groups that aren't currently represented on the PPG committee along. I do hope to reach out to some local groups with a view to recruiting some new members with new ideas and opinions.

What concerns do you have for General Practice /NHS?

In my professional work I have been coaching healthcare professionals across the UK for the last 8 years. Everyday I speak to GP's, practice managers, practice nurses and other practice staff from across similar practices to the VSG all wanting to do their best for their patients yet facing challenges of the wider system way beyond their control. Primary care is facing challenges like never before. I don't think throwing money, while it may seem beneficial in the short term, is enough. There are some fundamental ways of doing things in primary care that need to be reviewed and reformed. We need real change always keeping a patient centred approach at the heart.

Why do you think the PPG is important?

Every patient has the right to have a voice so the PPG provides a good two way communication channel between the patient and the practice. What I have really appreciated most as a member of the PPG are the updates from the surgery, particularly during the pandemic when we continued to meet each month on Zoom. It has really helped put things in perspective, especially when often the media stories paint a very different picture to the reality of the situation. The PPG is a body of people that makes things happen. I am a great advocate for the loneliness strategy. Loneliness is an epidemic that often sits behind closed doors, yet it can touch any of us at anytime, regardless of our age. I had an idea to introduce Happy to Chat benches into Farndon and Tattenhall. The concept started in South Wales in 2019 and places benches in public areas allowing people to sit and simply have a conversation and feel connected with other people in their community. The PPG and the practice helped champion the idea and two Happy to Chat benches should be making an appearance, one in each of the surgery grounds in the next month. I could never have done that on my own.



We wish to extend our warmest thanks to our Chair for the past two years Esther Sadler-Williams who took the group through this pandemic and adjusted our sessions to keep the energy and momentum happening while meeting monthly through Zoom.



Chair - Denise Chilton
Vice Chair – Mags Roseblade
Secretary 3rd year – Terri Hull

NHS COMMUNITY PHARMACIST CONSULTATION SERVICE



The VSG have recently connected with the pharmacies in Tattenhall, and Waverton to provide patients same day consultations with a community pharmacist. The service allows practice teams to refer patients with minor ailments for convenient, same day consultations with clinical advice and, where indicated, the purchase of any over-the-counter medicine. This new service allows patients to be treated without the use of vital GP appointments which are needed for more acute care patients.

If you telephone the surgery with a bite or sting, sore throat, thrush, diarrhoea, skin conditions or other minor ailments you will be directed to this service and a receptionist will book the appointment with the pharmacist for you. Your local Pharmacist has a wealth of knowledge and experience please use them - help us to help you.

UPDATE ON OUR 'HAPPY TO CHAT' BENCHES

We are very excited to say that the benches are ordered and we are making plans on positioning the benches at both sites.

The Farndon plaque will be inscribed *'Happy To Chat, In Memory of David Hughes who always made time to chat'*. And the Tattenhall plaque will read *'Happy To Chat Please sit here if you don't mind someone stopping to say hello'*



<https://what0-18.nhs.uk>

We would like to share with you all a really valuable website for parents, guardians and grandparents.

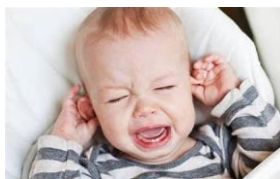
This website has been developed with children's health care in mind and it provides a wealth of knowledge and video clips offering advice on a huge range of childhood conditions.

With topics such as pregnancy, babies under 3 months old, child over 3 months, young person, new mother, we feel this is a vital facility to share into your household. Questions such as 'should I send my child to school or nursery' 'my baby is crying all the time' 'headaches after having my baby' Topics such as nosebleeds, asthma, rashes, tick bites, croup, high temperature, fever.

Please visit the website for more information and save it into your computer favourites for handy snippets of advice!



<https://what0-18.nhs.uk/worried-your-baby-unwell-under-3-months-2/worried-about-your-baby/my-baby-has-sticky-eye>



<https://what0-18.nhs.uk/parents/carers/worried-your-child-unwell/earache>



<https://what0-18.nhs.uk/parents/carers/worried-your-child-unwell/fever-high-temperature>



<https://what0-18.nhs.uk/parents/carers/worried-your-child-unwell/tummy-ache>

Better Health every mind matters

The Every Mind Matters website is continuously updated to support the public's mental health, and includes a COVID-19 hub which offers tips and support on how to deal with change, cope with money worries and job uncertainty.

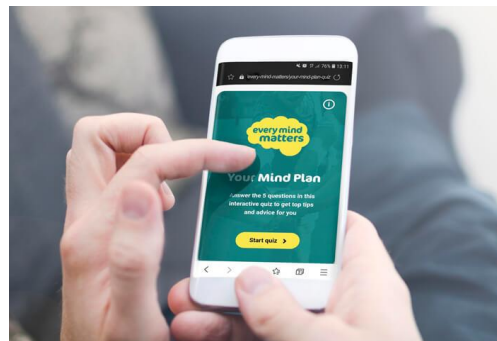
It also includes practical tips and videos from experts on dealing with stress and anxiety, boosting your mood, sleeping better and what you can do to help others, including advice for parents and for children and young people.

<https://www.nhs.uk/every-mind-matters/>

Every Mind Matters – Your Mind Plan

<https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/your-mind-plan-quiz/>

Answer 5 quick questions to get your free plan with tips to help you deal with stress and anxiety, improve your sleep, boost your mood and feel more in control.



NHS
Cheshire and Wirral Partnership
NHS Foundation Trust

Need urgent mental health crisis support?
Call: 0800 145 6485
Open to all ages 24/7 calls are free

Helping people to be the best they can be

If you need urgent support for your mental health, please call the mental health helpline on **0800 145 6485** and their dedicated local staff will support you to access the help you need.

The phone line is open 24 hours a day, seven days a week and is open to people of all ages including children and young people. The phone line is now the first port of call for mental health help, it is operated by people in your local area who will know how best to support you.

You should still call 999 or go to A&E if you have an immediate, life-threatening emergency.

Find the right support for you

Mental health services in Cheshire West

NHS
Cheshire and Wirral Partnership
NHS Foundation Trust

IAPT - talking therapies self-referral

IAPT (Improving Access to Psychological Therapies) services are for adults and older people, with mild, moderate-to-severe symptoms of anxiety or depression. You can find your local IAPT service at www.nhs.uk/service-search

Shout mental health support text 'BLUE' TO 85258

Are you feeling anxious or stressed and need support? Text 'BLUE' to 85258 to start a conversation, via text, with a trained volunteer, who will provide free and confidential support. Open 24/7

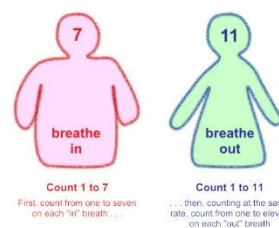
Cafe 71 - Chester Crisis cafe 01244 393139 Open 10am - midnight

Cafe 71 provides a safe space for people struggling with emotional distress who consider themselves to be in a self-defined crisis. It offers a welcoming environment for people to connect with others who are experiencing similar problems. The service is located at: 71-77 St Anne Street, Chester, CH1 3HT

24/7 mental health crisis line 0800 145 6485

If your mental health gets worse and you feel you are unable to cope, this is a mental health crisis. It is important to access support quickly. The CWP mental health crisis line supports people to access the help they need and is here to help 24/7

A simple technique such as 7/11



By making each "out" breath last longer than each "in" breath and counting at the same time it helps initiate the body's natural relaxation response all within minutes.

"Get out of your head and into your body. Think Less, Feel More." - Osho

Experts estimate that the mind thinks between 60,000-80,000 thoughts a day – and most of those thoughts lead to unnecessary anxiety and worry.

When you find yourself stuck in thinking mode – get moving do some exercise, stand up, stretch anything to break up the chain of thought.

What is Patient Access?

With Patient Access, you can now view, book and cancel appointments from home, work or on the move – wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service – you can do this in your own time, day or night. Patient Access is not just for booking GP appointments; you can also order repeat prescriptions, see test results and access your medical record.

Online access for Children and Young People: Parents of children aged 0 to 11 can be given “proxy” access to their child's medical details and other online services. This is automatically given to the mother, unless requested otherwise. From age 11 to 16y a parent has to request this proxy access to be continued, with the child's consent. At 16 any proxy access is automatically removed.

Is my information secure? – All information that is sent to your surgery via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and your GP surgery are able to see this information.

Please ensure that you book the appointments appropriately, the Doctors require that you enter a reason for your appointment in the box provided. This gives us the opportunity to ensure that it is appropriate for you to see the doctor, rather than a nurse. If no reason is entered the appointment will automatically be cancelled. Blood tests cannot be booked online. If you are unsure as to whether it is appropriate for you to see a nurse or doctor please contact the surgery by telephone. You can also use this facility to cancel appointments which will help us to offer them to someone else who may need one.

If you would like to activate your online Patient Access Account please call the surgery and the reception team will take a current email address and mobile telephone number and organise setting this up for you. Please note when activating your account we kindly ask that you select TATTENHALL as your surgery, this is purely for the patient access account - both surgeries will still be accessible.

CHRISTMAS OPENING HOURS AT THE VSG

Please note that the Surgeries will be CLOSED on Monday 27th December, Tuesday 28th December and Monday 3rd January 2022.

Farndon Surgery will be closing at 1pm on Christmas Eve.
Tattenhall Surgery will be open until 6.30pm and the telephone lines will be answered as normal.

For up to date opening hours over the festive period please follow us on Facebook and visit our website.

For information of what to do when the Surgeries are closed, please see the information on our website at www.thevillagesurgeriesgroup.co.uk/when-we-are-closed



DON'T FORGET if you have a Repeat Prescription that you will need over the festive period, then the last date to request this is Monday 20th December, to ensure you have it in time. Thank you.



We would like to take this opportunity to wish you all a very Merry Christmas and a Happy and Healthy 2022

The VSG PPG

