

Happy to Chat Festive Gathering

On 18th December 2021 we were delighted to see the arrival of our two new benches, one for the surgery grounds at Farndon and one for the surgery grounds at Tattenhall.

These benches are no ordinary benches. The Happy to Chat bench concept started in South Wales in 2019 to combat social isolation and loneliness. By placing benches in public areas it encouraged people to sit and have a conversation with each other and to feel connected with other people in their community.

Loneliness is an epidemic that often sits behind closed doors, yet it can touch any of us at any time no matter where we live. The PPG saw this as an opportunity to bring this initiative closer to home and support the people in our communities of Farndon and Tattenhall.

The Happy to Chat bench in Farndon has been dedicated to David Hughes who was an active committee member and all-round lovely person. We were pleased to welcome David's family to cut the ribbon, whilst celebrating with a small outdoor festive gathering in the grounds of the Farndon surgery.

Please use the benches and encourage others to do the same. Whether you are visiting the surgeries or just passing always remember it's good to talk!



NHS

Lose weight, one healthy choice at a time

Download the app

Better Health Let's do this

Kickstart your health

Nearly two thirds of adults in the UK are overweight or living with obesity (63%). Most people gain weight gradually over a long period of time and modern life doesn't always make it easy.

If you want to lose weight, eat better or get active, Better Health has lots of free help and support to get you started. Search 'Better Health' today or visit <https://www.nhs.uk/better-health/>

There has never been a better time to kickstart your health.

Let's do this!

The VSG have had a recent increase in letters being sent to the practice explaining health issues and asking if the doctor could please offer advice. Unfortunately this approach isn't something the surgery can facilitate.

All patients need to either telephone on the day at 8am to make an appointment or use the online Patient Access facility to make an appointment in advance.

Thank you for your understanding 😊



HM Government

NHS

GET BOOSTED NOW

GET YOUR COVID-19 BOOSTER VACCINE

[NHS.UK/COVIDVACCINATION](https://www.nhs.uk/COVIDVACCINATION)

Rising COVID-19 infection rates make it even more important to get your Booster job, if eligible.

The quickest and easiest way to arrange your 1st or 2nd Dose or Booster COVID-19 vaccinations is online at

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or calling 119.

UPDATE FROM THE SURGERY

As COVID infection levels are being allowed to rise in the country, we and other services are experiencing more staff having to self-isolate and often at very short notice.

This means it will take longer to answer your call.

A longer wait for an appointment.

Up to 96 hours for a repeat prescription request.



» We're here to help, **not be hurt.**

NHS staff shouldn't have to suffer violence or abuse just for doing their job, so we operate a zero tolerance policy on this type of behaviour. If you do abuse our staff you could face prosecution.

Best of care Best of people

We kindly ask for your understanding at this challenging time.

This situation is NOT the fault of the receptionist you speak with, it is a national problem.



CHOOSE THE RIGHT SERVICE

Choosing the right NHS service for your needs will really help us ease pressures in our Emergency Department.



Minor cuts and grazes
Hangover
Sore throat
Cough

Self care



Minor illnesses
Headache
Stomach upsets
Bites and stings

Pharmacy



Feeling unwell?
Unsure?
Anxious?
Need help?

NHS 111



Persistent symptoms
Chronic pain
Long term conditions

Your GP

Out of Hours
call 111



Choking
Chest pain
Blacking out
Serious blood clots

A&E or 999

Emergencies only

Thank you for using Patient Access 😊

Book Appointments
Order repeat prescriptions
Share your medical record
View documents and test results
Consultations
Immunisation record

Online appointments are checked by the VSG team and you may be called if the appointment is better for your care with a different clinician. Please note to make Blood Test and Nurse appointments call the surgery



#ChooseWellCheshire

Meet Gill one of our Advanced Nurse Practitioners



Hi my name is Gill McCallum and I am one of your ANPs.

I am also a wife, Mother and Grandma. I have three children and three grandchildren; I am immensely proud of all of them and they keep me busy when I'm not in work. I love gardening, socialising and walking when time allows.

My story as a nurse is a long one! My Mum was a registered nurse and growing up I loved listening to her tales about her role caring for people & their families when they were at their most vulnerable.

I felt that it was a career in which I could make a positive difference to people's lives, that was challenging, interesting, rewarding and sometimes deeply sad. I set out some forty plus years ago to try to make a difference to listen and care for people when they needed it most.

I have worked in general practice for the last twenty two years where I have gained a lot of experience, met many challenges and had great opportunities to become the practitioner I am today.

I love working in a small rural practice where I can get to know our patients and families. My role and training allows me to work autonomously, to care for our patients whilst still being able to call upon the support and wealth of knowledge that the entire VSG team has to offer. I plan on continuing to gain knowledge and experience for some time to come.

This year has been particularly challenging both professionally and personally for all of us. Together we will come through this pandemic hopefully better, kinder, more caring people.

Meet Joanne Whitby our other ANP on the next edition 😊

It's totally okay
for new mums
not to feel okay.



It's OK to not be OK



Find the right support for you



Mental health services in Cheshire West

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

If you have a cough please do a lateral flow test or if applicable a PCR test **BEFORE CONTACTING THE SURGERY** to first rule out having COVID-19.

A non COVID-19 cough can last an average of 3 weeks, not a few days. Most coughs are caused by viruses and **DO NOT** respond to antibiotics – this includes COVID-19.

Significant symptoms of a cough – Fever and being constantly short of breath (difficulty completing a sentence)

Non-significant symptoms – Having a rattling chest or coloured sputum

COVID-19 Omicron symptoms – can also include runny nose, headache, fatigue (mild or severe), sneezing and a sore throat

You can check out your symptoms on the links below:

- <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms/>
- <https://www.nhs.uk/conditions/cough/>
- <https://what0-18.nhs.uk/cough>

Note: Cough linctus does not contain any active ingredients that shortens the length of a cough.



PPG Meeting Dates
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!**

