



# VSG PPG

Village Surgeries Patient Participation Group



TATTENHALL & FARNDON NEWSLETTER SEPTEMBER 2022 ISSUE 17 email – [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net)



**SATURDAY 16<sup>TH</sup> JULY**  
**THE GREAT TATTENHALL TREASURE HUNT**  
We would like to say a huge thank you to all of you that braved the high temperatures and supported our event 😊



Congratulations goes to our winning team the D'Enrico Family!!

## PPG DAVID HUGHES MEMORY WALK FUNDRAISING FOR ALZHEIMER'S SOCIETY

The family walk took place on Saturday 10<sup>th</sup> September in Farndon and was really well attended, thank you so much to all that supported the event and came along on the day.

The family have raised £530.00 which is a fabulous amount! 😊



David's Book of Walks is available in both of the surgeries and also accessible on our website. <https://www.thevillagesurgeriesgroup.co.uk/common/getdocument/219081>

**We are delighted to welcome to the team Nicola Gibson our new Practice Nurse. Nicola works at both Farndon and Tattenhall Surgeries and is available on a Monday, Tuesday and Thursday morning.**

### **What made you want to become a Nurse?**

I wasn't sure what career path I wanted to go down towards the end of sixth form but my Mum seemed to think I'd make a good nurse so I went for it. Funnily enough she was right and 10 years in I wouldn't change it for the world!

### **Favourite part of the job?**

That every day is different, you never quite know what you will be presented with or what story you will be told. The relationships you get to build with patients in primary care is really special.

### **What do you do to switch off and relax?**

Anything outdoors. Running, gardening or taking our 2 children on adventures.

### **If you could go anywhere in the world where would it be and why?**

I would re-do our honeymoon and go back on safari in Africa but take our children with us to share the experience with them.



## **Physio First - Physiotherapy Service**

If you telephone the surgery to request a GP appointment regarding back pain, knee issues, shoulder trouble. The reception team will direct you to an appointment with one of our Physiotherapists.

Ruth, Heather and Nicola work across both sites and face to face or telephone appointments are available.



You may be referred on to have x-ray's or scans if the Physio thinks its appropriate.



We ask for understanding on this NHS service as there may be a wait of approximately two weeks to see one of our physios.

They can provide more specialist advice and support than our GP's. The other option is to organise an appointment with a private local Physio no referral from you GP is required you can book directly.

# Find the right support for you



Cheshire and Wirral  
Partnership  
NHS Foundation Trust

## 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](http://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

## HEALTHBOX

Social Prescribing Link Worker  
Claire Lockerbie Update on Local Activities

- Weekly Wellbeing Walk - Tattenhall on Wednesdays 10.30am - all welcome
- Chatty Café – Fuel Coffeehouse (inside Instinct Gym) Tarporley – Tuesdays 10am – 11am. Although this is hosted by Instinct gym, Lindsay and Esta (Social Prescribing Link Workers) are there each Tuesday, so that if anyone wants a friendly chat, there will be someone to have a chat with. All welcome.
- Brain Yoga – Kelsall Morris Dancer Fridays 12pm - A fun weekly quiz and meet up. All welcome.
- Unleash Your Inner Artist – Every other Monday 1pm-2.30pm (online). Paint with Lindsay (Social Prescribing Link Worker and Artist). All welcome – suitable for beginners. Although it's online, it's popular, very interactive and fun. You can have your camera off or on. All welcome.

*Please contact the surgery if you would like to attend any of these events and they will organise a referral on your behalf.*

# ABUSE IS NOT IN A DAY'S WORK



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

## PLEASE BE KIND TO OUR TEAM

Sadly we are having to include another abuse message in this edition. When you walk into surgery or call on the telephone PLEASE BE KIND to the receptionist. It is not acceptable to speak to them in a derogatory way or swear or raise your voice. The VSG have issued a number of warning letters over the last couple of months.

- It's not their fault when all the appointments are taken.
- It's not their fault if your private consultant hasn't cc'd the surgery so we haven't received any correspondence.
- It's not their fault if you were late requesting your repeat medication.
- It's not their fault if an appointment is in Farndon and you live in Tattenhall and vice versa.
- It's not their fault if your appointment in secondary care is up to 12 months away.
- It's not their fault if you have chest pain and are advised to attend A+E.
- It's not their fault if you are frustrated with the NHS.

The team work closely to support each other and none of this is unique to our practice. The healthcare system is struggling nationwide BUT abuse should never be normalised in a day's work.

We ask for your kindness and consideration; that you pause and do not resort to verbal aggression. Instead, write to your MP urging support for rural surgeries. Thank you.



## HOSPITAL PRESCRIPTIONS

You may have seen a consultant privately and they have requested your GP to provide medication for you. This is classed as non urgent work, the consultant could issue you with a private prescription to take to any Pharmacy, this will incur a charge. It is at the surgeries discretion whether to issue this request for you and it may take up to 28 days to be actioned.

If you have attended the Countess of Chester Hospital and they gave you a pink prescription slip to hand in, these may take up to 28 days to be actioned. If the prescription was urgent you would be advised to attend the Pharmacy in the hospital to have your medication issued.

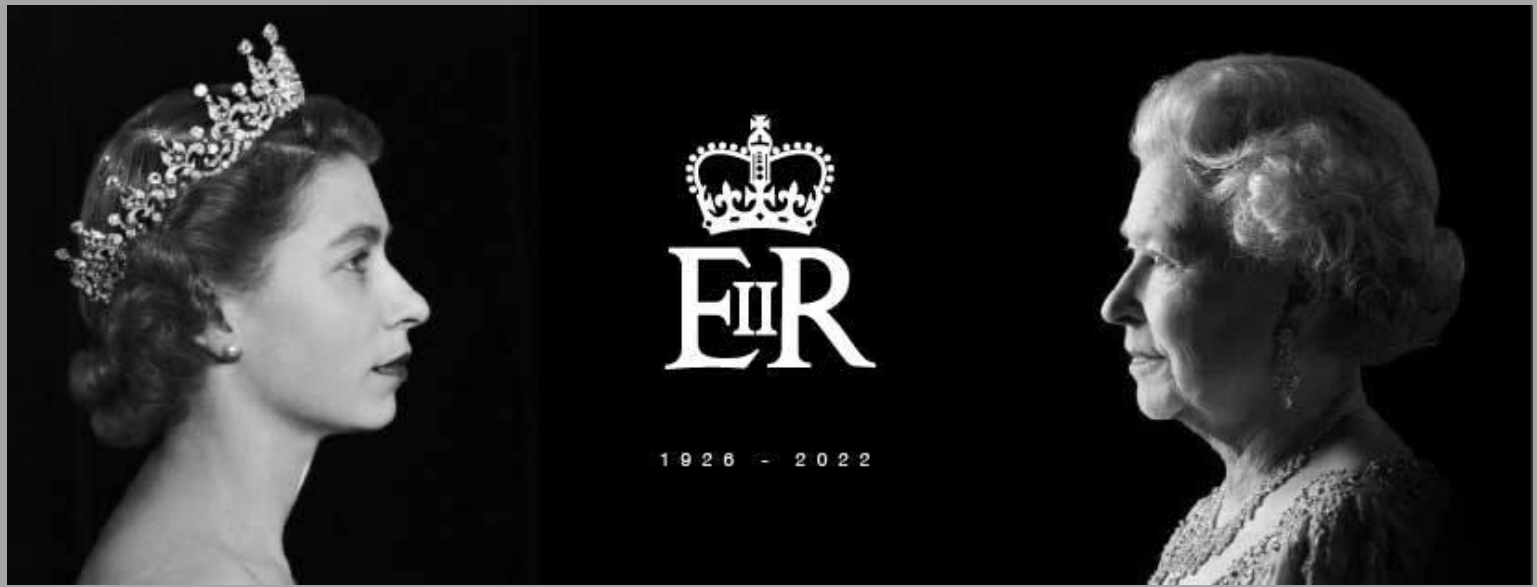
## Kickstart your health

<https://www.nhs.uk/better-health/>

Healthy changes start with little changes. Whether you want to lose weight, get active or quit smoking, Better Health is here with lots of free tools and support.

You can also find simple ways to lift your mood with Every Mind Matters. There has never been a better time to kickstart your health. Let's do this!





Our heartfelt condolences are with the Royal Family at this sad and difficult time.

DATE	TATTENHALL	FARNDON
Monday 19 <sup>th</sup> September 2022	CLOSED ALL DAY	CLOSED ALL DAY

If you have an appointment booked on Monday, please telephone the surgery and speak to one of our receptionists. Thank you for your understanding.

For information and advice regarding what to do when the surgery is closed please visit <https://www.thevillagesurgeriesgroup.co.uk/when-we-are-closed>

**“Help, I need somebody”**

**The NHS is here to help**

If you need help with your mental health, you can refer yourself, or your GP can refer you.

Let us help you get your feet back on the ground. Go to [nhs.uk/help](https://nhs.uk/help)

**NHS**

Mental health matters

Help us help you



**Just think 111 online first**

When you think you need A&E, go to [111.NHS.UK](https://111.NHS.UK). We can arrange for you to be contacted by a nurse or GP.



HM Government

**NHS**

**BOOST YOUR IMMUNITY**

**WITH THE FLU VACCINE + COVID-19 BOOSTER**

People aged 75 and over can now book their autumn COVID-19 booster.

# The Village Surgeries Group - Winter Flu Vaccination

Location	Date	Time
Farndon Surgery	Saturday 15 <sup>th</sup> October	9am - 1pm
Tattenhall Surgery	Saturday 22 <sup>nd</sup> October	9am - 1pm

Book your flu appointment now on

 **Patient Access**

or by calling the surgery after 10am on 01829 771588

Please note an APPOINTMENT is necessary

**BOOST YOUR IMMUNITY THIS WINTER WITH YOUR FLU VACCINE**



## ELIGIBILITY CRITERIA

Are you:

- Aged 50 or over on 31.3.2023
- Frontline Health or Social Care Worker
- A pregnant woman
- A Carer
- Household members of immunocompromised individuals

Or do you have...?

- Asthma
- Chronic Heart Disease
- Chronic Kidney Disease
- Chronic Neurological Disease
- Chronic Respiratory Disease
- Diabetes
- Immunosuppressed

Not sure if you are eligible?

Check online at: [www.nhs.uk/flu vaccine](http://www.nhs.uk/flu vaccine)

Please be aware separate children flu clinics will be taking place at the surgery



**“Could you please just ask the Doctor.....”**



This may sound simple but unfortunately we don't have the capacity to facilitate such a request.

This is a GP appointment and if urgent you would need to call at 8am once the telephone lines open or go online and book an appointment in advance to get your problem answered.



**Please understand when visiting the Doctor your appointment is for one problem only**



**Upcoming PPG Meeting Date**

**Tuesday 11<sup>th</sup> October AGM followed by our meeting taking place at The Vault Tattenhall, we would love to see you!**

**We are looking for new members.**

**Please email [vsg.ppg@nhs.net](mailto:vsg.ppg@nhs.net) for more information 😊**