



VSG PPG

Village Surgeries Patient Participation Group



TATTENHALL & FARNDON NEWSLETTER DECEMBER 2022 ISSUE 18 email – vsg.ppg@nhs.net

The Annual General Meeting of the VSG PPG took place on October 11th 2022 and Esther Sadler-Williams was elected as the new Chair.

Hello, I have been a patient at the Practice for over 20 years, following our move from Waverton to Tattenhall. I have been involved with the PPG since its inception, was a past chair and am delighted to be taking up the reins again ably supported by my Vice Chair, David Williams (no relation!) and our secretary, Terri Hull. As a pharmacist who has worked in many areas of pharmacy including the NHS, I am very passionate about ensuring that as patients, we make the most of the services available to us and that our voices are heard. In these challenging times for the NHS, as a rural practice it is critical that the PPG is a supportive community voice and works closely with the Practice to ensure the future stability for The Village Surgeries Group. We must seek to identify patients' needs and together with the Practice, identify solutions to deliver those needs. We can see what patients see. What might appear to work in the eyes of the Practice may have an altogether different perspective when viewed by patients. This 2-way process allows us to work with the Practice to identify possible solutions.

In the next 12 months we have several key objectives. In January 2017 just after our formation we organised a patient survey. The pandemic delayed an updated survey, but now it is important, particularly post Covid-19, that we revisit this to understand patients' current concerns. A sub-group is currently reviewing communication in general, and the data from the updated survey will help define our future focus. We will also continue to share valuable information through our Newsletter, and continue to work with the Practice to support getting more patients on-line, thus maintaining our ranking as 'the Practice in Cheshire with the largest number of patients who make use of Patient Access'.

It is also a goal to make our PPG more representative of our overall patient population and although we are a young at heart and very vibrant group, we are looking for ways to encourage some new members, particularly younger patients to join us. So, if you feel passionately that you can make a difference to our patient community, we would love you to join our group. Our very 'upbeat' meetings are at 6.30pm on the second Tuesday of every month, alternating between on-line via 'Zoom', and face to face at locations both in Farndon and Tattenhall. Details of upcoming meetings are below.

If you would like more information, please don't hesitate to contact me by email vsg.ppg@nhs.net.



**BREAST
CANCER
NOW** The research
& care charity

Friday 21st October the VSG turned PINK!!
We raised £154.00 for Breast Cancer Now!!

ADVANCED NURSE PRACTITIONERS

An advanced practice nurse is a nurse with post-graduate education and training in nursing and are able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients. We are extremely fortunate to have 3 ANP's based within the surgeries, Gill McCallum, Jo Whitby and our newest team member Ruth Carter-Moore. You may be advised to see one of our ANP's as the best person for your care as they have various specialist areas of concern.

Pre-bookable appointments are available via Patient Access with our Advanced Nurse Practitioners. Please be aware that blood tests and smears are available with the Practice Nurse NOT our ANP's please telephone the surgery to make one of these appointments, as they are not available to book online.



Introducing Ruth Carter-Moore our newest Advanced Nurse Practitioner to join the VSG team.

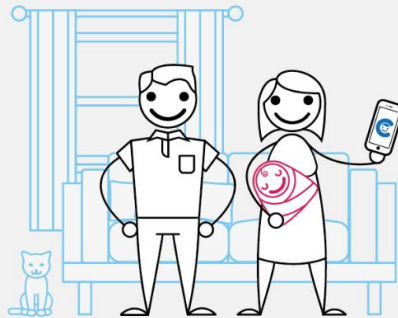
My name is Ruth, I have recently started work at the Village Surgeries as an Advanced Nurse Practitioner (ANP). Prior to this I worked at a busy city centre practice in Chester.

I have been an ANP for 16 years. I find the role very rewarding but also challenging, especially in the current climate. It is a role that has changed dramatically over the years, and one that continues to expand with many responsibilities; every day is different.

I decided to make the move to a rural practice in the hope I can build more caring relationships with my patients by continuity, which is often not the case in very busy large practices.

I live with my two children who attend the local high school and keep me busy with all their extra-curricular activities. If I do get any spare time I enjoy running, gardening and reading.

I was also attracted to the ethos of The Village Surgeries; the well-being of their staff is a high priority for them. I have received a very warm welcome from the staff and also the patients.



CATCH is a free NHS health app for parents and carers of children from pregnancy to age 5.

NHS Innovation Accelerator
ALUMNI



Please return used inhalers!



Used aerosol canisters still contain propellants that are powerful greenhouse gases and can contribute to global warming. Small changes can make a huge difference and the safe disposal of inhalers will go a long way to reducing our carbon footprint.

You can help by returning all used inhalers to your local community pharmacy where they will be disposed of with other waste medicines. Metal canisters are then incinerated to destroy the greenhouse gases and recover the metals, with the plastics recycled.



Help reduce global warming by returning used or unwanted aerosol inhalers to your pharmacy for environmentally safe disposal



You don't have to order your inhalers every month if you already have enough stock

kooth

Free. Safe. Anonymous.

Use our friendly online chat for advice and support if you are going through a hard time.

Articles & Advice

Live Chat

Live Forums

kooth.com go!

We're by your side when you need us most.



For 11-18 year olds



Wildflower Project Tattenhall Surgery
We have to be a little patient at this time, waiting for Spring! Daffodils, Snowdrops and a selection of spring bulbs will soon be pushing their way through the soil!!

This is an ongoing project and we kindly ask to avoid this area with pets to ensure the project can thrive.
Thank you for your understanding! 😊



CHRISTMAS AND NEW YEAR OPENING HOURS



Please **DON'T FORGET** if you have a Repeat Prescription that you will need over the festive period, the last date to request this is **Monday 19th December**, to ensure you have it in time. Thank you 😊

DATE	Tattenhall	Farndon
Friday 23rd December 2022	8.00am – 6.30pm	8.30am – 5.30pm
Monday 26th December 2022	CLOSED	CLOSED
Tuesday 27th December 2022	CLOSED	CLOSED
Wednesday 28th December 2022	8.00am – 6.30pm	8.30am – 5.30pm
Thursday 29th December 2022	8.00am – 6.30pm	CLOSED
Friday 30th December 2022	8.00am – 6.30pm	8.30am – 5.30pm
Monday 2nd January 2023	CLOSED	CLOSED



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

FROM ALL THE STAFF AT THE VSG WE WOULD LIKE TO WISH ALL OUR PATIENTS
A MERRY CHRISTMAS AND A HAPPY AND HEALTHY 2023!





Introducing Rachel Jones our newest Practice Nurse to join the VSG team.

I always aimed to be a nurse from school age (unsure why as not in the family), but here I am after qualifying in 1994! I trained at Arrowe Park and Clatterbridge hospitals before commencing work at Mid Cheshire Hospital Trust in Crewe after qualifying where I worked on the surgical unit for many years.

I moved into practice nursing after several years working on the wards and have remained working in General Practice and aim to continue. I enjoy meeting and talking with a variety of people whilst helping with their health and ongoing support needs - each day is different and often brings new challenges!

In my spare time I like spending time with my family and dogs but also love to watch live theatre, musicals in particular, eating out and retail therapy!




Chat, play and read together. It sets them up nicely for school. For more support, search **Start for Life**



My two favourite things. Building stuff, chatting with mum.



We are here to help you stay well this winter!



Find out how you could pay less to heat your home at www.simpleenergyadvice.org.uk



Move around indoors and try not to sit still for more than 1 hour. Wear lots of layers of thin clothes.



If you need help fast you can go to **NHS 111** by phone or online.



Keeping active can help you keep well and not get depressed. It does not matter what you do as long as you are moving. You could do something you enjoy like dancing, yoga or gardening.



You can ask your pharmacist what medicines you should have at home in case you get poorly during the winter. They can tell you about the right medicines to take for illnesses like colds or earache.





Memory Cafe

The Chester Zoo Memory Café is a place for people with dementia, their families, friends and carers to **come together** and **enjoy a cuppa** in the unique setting of the zoo.

The friendly staff and volunteers will be on hand to have a chat and share the latest news from the zoo. Refreshments are available to purchase from Bembe Coffee Shop.

The **Memory Café is free to attend** and there is **no need to book**. However, they ask that groups of more than five, or groups visiting from care homes contact them beforehand to check availability and ensure they can reserve enough seating for your party. If you are planning to attend as part of a large group, please email juniormembers@chesterzoo.org



The Memory Café takes place on the second and fourth Monday of each month from 10.30am-12pm.

If you have any queries about the event, please email juniormembers@chesterzoo.org

The café does **not** run on bank holidays or during school holidays.

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

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

COMMUNITY WELLBEING SERVICES



Update from Claire Lockerbie our Healthbox Social Prescriber.

Please join us for our Wellbeing Walk on Wednesdays - meet at the park in Tattenhall at 10.15ish. This is a gentle stroll and really accommodates all abilities (even if you want to come for a short slow loop around the park). Everyone's friendly and some of the participants head to Alison's for coffee afterwards.

We are here to support people through Social Prescribing and can help with debt, benefits, people worried about bills, loneliness, isolation, carer support, employment and low level mental health issues.

To get a referral, just speak to one of the receptionist – no appointment needed!



WHICH HEALTH SERVICE SHOULD YOU USE?



FOR COMMON AILMENTS AND ILLNESSES SUCH AS SORE THROAT OR GRAZED KNEE

SELF CARE



FOR ADVICE ON CONDITIONS SUCH AS HEADACHES, ACHES & PAINS OR UPSET STOMACH

PHARMACY



IF YOUR CHILD HAS SYMPTOMS THAT DON'T GO AWAY SUCH AS EAR ACHE OR ONGOING CONCERNS

GP SURGERY



FOR URGENT MEDICAL HELP THAT ISN'T AN EMERGENCY, NHS 111 CAN DIRECT YOU TO THE RIGHT SERVICE

NHS 111



USE ONLY IN AN EMERGENCY SUCH AS LOSS OF CONSCIOUSNESS, BREATHING DIFFICULTIES OR HEAVY BLEEDING

EMERGENCY DEPT

NHS England's 'Help Us Help You'

111 can help people get assessed and directed to the right place for them, as quickly as possible.



Please email vsg.ppg@nhs.net for more information about becoming involved with the VSG Patient Participation Group.

Meeting Dates – Tuesday 10th January 6.30pm via ZOOM

Tuesday 21st February 6.30pm The Vault Tattenhall

Tuesday 14th March 6.30pm via ZOOM

