

KELSALL MEDICAL CENTRE



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Thinking of joining us? Did you know that you can now register online?

Behind the scenes - A day in the life of our receptionists at your practice.

Meet some of our new team members!

Have you used the NHS app?

MERRY Christmas

We are open our normal working hours with the exception of

Christmas Day	Closed
Boxing Day	Closed
Wednesday 1st January	Closed

If you need any medical assistance that cannot wait until the Surgery reopens please call 111.

In the case of a life threatening emergency please call 999.

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And we bid a sad farewell....

Most of you will know our lovely Gill who has worked on Reception for over 13 years! Gill is having a well deserved retirement and we wish her all the best for her future and new adventures!

You will be missed by all your friends here at Kelsall Medical Centre.

Meet Sarah!

Hi! I'm Sarah and I am the new Administrator. I am also a midwife by day and a musical theatre performer and paranormal investigator by night! I've been here for 3 months now, I'm enjoying it and I am excited to get to know everyone a bit more.

Welcome to the team Sarah!



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Meet Sophie!

Hi all! I am Sophie, the new receptionist and administrator.

I am also a makeup artist/ hair stylist and a Mum all whilst renovating a 1930's house into a home.

The past three months have flown by and I have enjoyed every second

Welcome to the team Sophie!

Surgery Appointments

Please let us know if you are not able to attend your appointment. We appreciate things can crop up and you may not be able to come in or take your phone call but if we can reduce this figure it will increase the availability for other patients.

We had 67 missed appointments in November which not only meant that other patients couldn't get an appointment but also had a cost to the NHS of £2,010!

You can cancel your appointment by:

Telephone: 01829 751252 or

Email: cmicb-

cheshire.kelsall.medicalcentre@nhs.net

Thank you.



DID YOU KNOW?

That 67 patients did not attend or cancel their appointments in November



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A day in the life of a receptionist here at your practice.

Kelsall Medical Centre reception team is one of the largest teams in the practice! The reception team is made up of, Helen T, Sam, Gill, Libby, Helen DM, Rachel, Kath, Helen S., Anita, and Georgia.

The reception team starts taking calls at 8 am, and the phone lines close at 6:30 pm. They are here to help with any queries you have about Kelsall Medical Centre.

Throughout the day, the team can help you book a wide variety of appointments, including seeing a GP, a Nurse, a Health Care Assistant, a Physio, or an appointment in our Enhanced Access Service which operates at the practice on Tuesday evenings between 6.30 and 8pm. The reception team always work hard to get you an appropriate appointment as quickly as possible. However, it may take a couple of days or weeks to get in. Please be patient as they are working hard to make sure you can get the best possible care.

The reception team are also here to help with questions about your health. The receptionists are not clinically trained, which means they might not be able to answer every question that you have. However, they can direct your query to the best clinical staff member to help you. If the receptionist can answer your question, it will be based on your past clinical notes.

Whenever you call reception whether to ask a question or to make an appointment, it is vital that you share as much information as possible with the receptionist as their job is to decide which clinical member of staff could best help you. If you don't share enough information the team might not be able to direct you to see the right clinician, or it could mean it takes longer to see someone.

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A day in the life of a receptionist here at your practice.

The reception team are also busy helping patients at the desk. This could be checking patients in for their appointments, collecting forms that are dropped off, collecting at-home tests, registering new patients, making follow-up appointments for patients, helping the Clinical staff throughout the day. If you are in the practice, they will welcome you with big smiles and help you with any questions you may have.

The reception staff take on average about 150 calls per day. However, on Mondays, the team takes over 250 calls. If you have a non-urgent question, please keep this in mind when calling as your wait might be slightly longer on Mondays or after a Bank Holiday than other days.

At Kelsall Medical Centre over the course of the month we have over 13,000 appointments and of those appointments an average of 57 patients do not arrive or let us know they are unable to attend. This results in the appointment being wasted. If you can't make an appointment, please give reception a call and they would be happy to cancel your appointment.

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Do you have the NHS App?

The NHS App provides a simple and secure way for people to access a range of NHS services including ordering repeat prescriptions on their smartphone or tablet. Please find below information on how you can access it on your phone or computer.

Do more with the NHS App!

- 🔑 Order repeat prescriptions
- 👤 Use NHS 111 online
- 📍 Find NHS services
- 👁️ View your GP health record
- 📅 Book appointments
- ✉️ Get reminders and messages

And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

NHS App

Download on the App Store GET IT ON Google Play

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How to register and get full use of NHS App services



Installing the app

1. Open the App Store or Google Play.
2. Search for 'NHS App'.
3. Install the app.



Registering

If you already have an NHS login account for other apps and websites you can use the same email address and password to log in.

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

1. Enter your email address and select **Continue**.
2. Choose a password.
3. Accept the NHS login terms and conditions.

4. We will email you a security code. Enter this code in the NHS App to confirm your email address.
5. Enter your mobile phone number and select **Continue**.
6. We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number.
7. If you have entered the correct codes, you can access the NHS App.

You will now have an NHS login.

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Proving who you are

You will need to prove who you are to access other services like seeing your GP health record and other personal information.

Use photo ID to prove who you are

You will need a form of photo ID such as a valid UK passport or UK driving licence.

You have two options.

Option 1 - Complete a face scan

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.
3. Enter your date of birth.

When you have completed these steps, your identity should be confirmed within a few hours.

Option 2 – Take a video

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

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Register with the surgery -it's easy online.

Before filling out a registration form, check you are in our catchment area. You can do this easily using the online tool on our website or by contacting the Surgery.

We are using a new online service called [Register with a GP surgery](#).

<https://gp-registration.nhs.uk/N81120/gpregistration/landing>

that makes it easy to register with this GP surgery.

Just fill in this quick online form to start the process. You do not need proof of address or immigration status, ID or an NHS number.

The service is designed and run by the NHS, so your personal information is safe. It cuts our administrative workload and makes it easier for you to register.

If you need a paper registration form please ask at reception.

All new patients are invited to attend surgery within a month of joining the practice to have a general health check with the Practice Nurse. This will include weight, height, blood pressure and urine test and to enable us to get to know you.

If you are on any regular medication you will need to see the Doctor to have this made available as a repeat prescription. We ask that you provide some form of confirmation of your medications.

Please note it can take several weeks to obtain your medical records from your previous GP via the Health Agency.

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Local Pharmacy Opening Times over the Christmas Holidays.

Christmas Day

ODS Code	Pharmacy Trading Name	Pharmacy Trading Name2	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FA749	Alsager Pharmacy	25 Lawton Road	Alsager	ST7 2AA	CESHIRE	Alsager	Green	Green	Green
FPL12	Well Pharmacy	Church View Care Centre	Nantwich	CW5 5NX	CESHIRE	Nantwich	Green	White	White
FJX71	Well Pharmacy	Fountains Health	Chester	CH1 4DS	CESHIRE	Chester City	Green	Green	Green
FJ495	West Street Pharmacy	41a West Street	Congleton	CW12 1JN	CESHIRE	Congleton	Green	Green	Green
FRW59	Danebridge Pharmacy	31 London Road	Northwich	CW9 5HQ	CESHIRE	Northwich	Green	Green	Green
FVR81	Wise Pharmacy	11 London Road Elworth	Sandbach	CW11 3BD	CESHIRE	Sandbach	Green	Green	Green
FNJ85	Great Sutton Pharmacy	66-68 Old Chester Road Great Sutton	Ellesmere Port	CH66 3PB	CESHIRE	Ellesmere Port	Green	White	White
FAX82	Holmes Pharmacy	Chester Road	Chester	CW6 0RZ	CESHIRE	Farndon, Elton, Kingsley, Knutsford	White	White	Green
FFQ96	Goostrey Pharmacy	No 3 Cheshire House 164 Main Road	Knutsford	CW4 8JP	CESHIRE	Knutsford	White	White	Green

Boxing Day

ODS Code	Pharmacy Trading Name	Address	Address 2	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FA749	Alsager Pharmacy	25 Lawton Road	Alsager	Chester	ST7 2AA	CESHIRE	Alsager	Green	Green	Green
FJ495	West Street Pharmacy	41a West Street	Congleton	Chester	CW12 1JN	CESHIRE	Congleton	Green	Green	Green
FVW60	Holland Pharmacy Ltd	Holland Pharmacy	Hollow Lane	Kingsley	WA6 8EF	CESHIRE	Farndon, Elton, Kingsley, Frodsham	Green	White	White
FCN20	The Prescription Serv	16 Princess Street	Knutsford	Chester	WA16 6BU	CESHIRE	Knutsford	White	White	Green
FJX71	Well Pharmacy	Fountains Health		Chester	CH1 4DS	CESHIRE	Chester	Green	Green	Green
FVQ34	Rowlands Pharmacy	67 Park Lane	Poynton	Chester	SK12 1RD	CESHIRE	Poynton	Green	White	White
FX021	Village Pharmacy	12 Guy Lane	Waverton	Cheshire	CH3 7NX	CESHIRE	Rural	Green	Green	Green
FVR81	Wise Pharmacy	11 London Road	Elworth	Chester	CW11 3BD	CESHIRE	Sandbach	Green	Green	Green
FYA25	Cedrics Chemist	Festival Hall	Talbot Road	Chester	SK9 7HR	CESHIRE	Wilmslow	White	Green	White
FX408	Appleton Village Pharmacy	2-6 Appleton Village		Widnes	WA8 6EQ	HALTON	Widnes	Green	White	White

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Local Pharmacy Opening Times over the Christmas Holidays.

New Year

ODS Code	Pharmacy Trading Name	Address	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FA749	Alsager Pharmacy	25 Lawton Road	Alsager	ST7 2AA	CESHIRE	Alsager			
FJX71	Well Pharmacy	Fountains Health	Chester	CH1 4DS	CESHIRE	Chester City			
FJ495	West Street Pharmacy	41a West Street	Congleton	CW12 1JN	CESHIRE	Congleton			
FC441	Elton Pharmacy	6 The Shopping Precinct	Elton	CH2 4LU	CESHIRE	Farndon, Elton, Kingsley, Frodsham			
FD446	Cohens Chemist	38 Princess Street	Knutsford	WA16 6BN	CESHIRE	Knutsford			
FVQ34	Rowlands Pharmacy	67 Park Lane	Poynton	SK12 1RD	CESHIRE	Poynton			
FX021	The Village Pharmacy	12 The Parade, Guy Lane	Waverton	CH3 7NX	CESHIRE	Rural			
FVR81	Wise Pharmacy	11 London Road	Elworth	CW11 3BD	CESHIRE	Sandbach			
FX408	Appleton Village Pharmacy	2-6 Appleton Village	Widnes	WA8 6EQ	HALTON	Widnes			
FTW03	Allied Pharmacy (Upton Rock)	Fir Park HC Lanark Gardens	Widnes	WA8 9DT	HALTON	Huyton			
FJA42	Allied Pharmacy	5 Tarbock Road	Huyton	L36 5XN	KNOWSLEY	Huyton			
FEM99	Allied Pharmacy	Gredsford MC Pilch Lane	Huyton	L14 0JE	KNOWSLEY	Knowsley			
FCR74	Heath Pharmacy	18 - 20 Elephant Lane	Widnes Heath	WA9 5QW	ST HELENS	ST HELENS			



Kelsall Patient Participation Group

ANYONE WHO IS A PATIENT OF KELSALL MEDICAL CENTRE CAN JOIN THE PATIENT PARTICIPATION GROUP AND COME ALONG TO MEETINGS.

IF YOU WOULD LIKE TO KNOW MORE ABOUT KELSALL PPG OR WOULD LIKE TO JOIN THE PPG GROUP THEN PLEASE CONTACT US ON:

kelsallppg@outlook.com

OUR AIMS:

To encourage a positive relationship between the patients and the Surgery staff, both medical and administrative.

To have a voice for the patients in the Practice.

To be realistic about what you can achieve and to look for small changes that can make a real difference.

To work constructively and positively to help identify solutions and to work in partnership with the Practice and other local organisations.

Carry out research to find out what matters to patients and discussing the findings with the Practice.

To encourage patients to engage in their own healthcare. To this end it would be wonderful if in the future, the group felt able to:

Organise information sessions on medical and related topics of interest to patients.

Help with the organisation of self-help groups.

Help raise funds for the purchase of extra equipment requested by the professional medical team.

FOR MORE INFORMATION, VISIT OUR WEBSITE:

www.kelsallppg.com