

KELSALL MEDICAL CENTRE



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In this issue.

Meet the new members of our team!

Do you know about our Patient Participation Group ?

Our latest staff news!

How to register online to join the Surgery

Easter hours

If you have an urgent medical problem which cannot wait until the Surgery reopens please call 111 to access the out of hours services



**We will be closed on Good Friday
and Easter Monday
Open again on Tuesday 22nd April
at 8.00am**



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Meet John!

John has recently joined our team here at Kelsall Medical Centre and is a First Contact Physiotherapist.

John can help patients with musculoskeletal issues such as back, neck and joint pain by:

Assessing and diagnosing issues.

Giving expert advice on how best to manage their conditions Referring them onto specialist services if necessary.

You will be able to book appointments directly with him through reception - No GP referral is needed.

His clinics are available here on Thursdays and Fridays.

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Saying Goodbye (for now!) to our lovely Anita

Anita works in both our reception and phlebotomy teams.

She is having a well deserved break and going off on some adventures but will be joining us again in the future to help out our reception team whenever we need cover.

Well done Georgia!

We'd like to congratulate Georgia who has passed her final exams to become a Dispensing Assistant!

Georgia has been working hard studying for a year alongside working part time here at the Surgery.

Our Dispensary opening times are:

Monday to Friday 9am -1pm and 2pm -5pm



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Our team here at Kelsall Medical Centre work extremely hard to give you the best possible care and last month our clinicians were able to help 14277 patients. This figure does not include queries by phone, email or letter or clinical requests or information we have to process from hospitals, laboratories or other agencies. We do appreciate it can be frustrating when our Reception team cannot always give you an appointment for the specific time you request but we try our upmost to provide you with one or signpost you to the appropriate service.

Thank you for your continued support and understanding.



DID YOU KNOW?

Our clinicians consulted
with **14277** patients in
March.



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Protected Learning days

We firmly believe that all our staff need to be well trained and to keep up to date with ongoing changes in the day to day work.

Kelsall Medical Centre, like other practices in the Chester area, closes for one afternoon a month, in order that staff training can be undertaken.

Please find below a list of the dates in which the Surgery will be closed for training from 1pm that day.



Wednesday 14th May

Tuesday 3rd June

Wednesday 16th July

August - No PLT

Tuesday 9th September

Wednesday 8th October

Tuesday 4th November

December - No PLT



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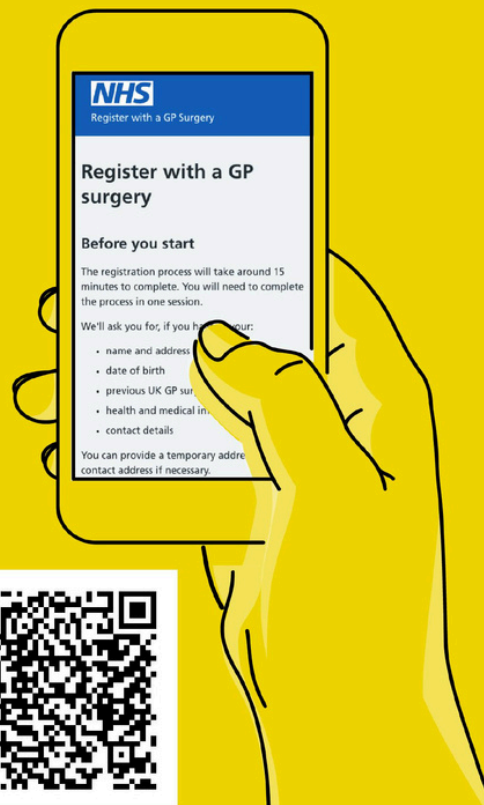
Register with Kelsall Medical Centre online



You don't need proof of address or immigration status, ID or an NHS number to fill out the form.

You will be registered within 48 hours.

This service is part of the NHS, so your personal information will be kept safe.



Scan here
to register



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Surgery appointments- Please help us to help you.

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..

The 55 missed appointments had a cost to the NHS of £1650.00!

You can cancel your appointment by:

Telephone: 01829 751252 or

Email: cmicb-cheshire.kelsall.medicalcentre@nhs.net

Thank you!



DID YOU KNOW?

Did you know that 55 patients did not attend or cancel their appointments in March



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Have you heard about the PlusBus?

This is for anyone who finds normal public transport difficult (this could be due to age, mobility difficulty/disability) .

A single journey costs £3 and a return journey costs £6. Please see the map for the area that they cover.

Give their friendly team call on 0151 357 4420 to book or if you have any questions.

They are there Mondays to Fridays from 9am - 4.30pm


You can also email them at: cheshire@ectcharity.co.uk

For cancellations please ring: 0151 357 4425 9am to 10.30pm weekdays.

ECT in Cheshire

Do you need help getting around? PlusBus is here to help!

PlusBus is a community transport service offering door-to-door journeys by highly trained drivers and accessible minibuses.



Can I become a PlusBus member?
If you answer "Yes" to any of the following questions, PlusBus is available to you:

- Are you over the age of 80?
- Do you have walking difficulties?
- Do you have memory problems?
- Are you unable to use public transport?

Where can I go?
Local journeys in Chester, Neston and Ellesmere Port area.

During the Covid-19 pandemic, safety is our main priority. We are committed to operating safely and in accordance with all Government guidelines.

PlusBus offers one-off trips or weekly regular trips for just £3.00 for a single, £5.00 return. Carers travel for free. All trips are pre-booked and available 7 days a week.

If you would like to become a member or have any questions, please call 0151 357 4420 or email cheshire@ectcharity.co.uk



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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.

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What do patients get out of having a patient group?

The opportunity to be more involved with the practice.

A chance to make suggestions and improve the practice.

A means of ensuring that complaints are taken on board and necessary changes are being made.

A way of finding out more about healthcare provisions in the local area.

Making a contribution to the NHS and the wider community.

Greater confidence by becoming a patient representative, having their voice heard and witnessing change happen when working as a part of a group.

An opportunity to learn more about the NHS, GP Practices, and other ways to use their skills as a patient representative.



What does the practice get out of having a patient group?

Understanding their patient experiences and views, thus contributing to more satisfied patients and better run services.

A patient group suggesting simple solutions that may not have been explored before.

PPGs can encourage health education activities amongst patients.

A successful PPG can drive in additional income; this can contribute to developing services that will benefit patients and help to maintain the PPG itself.

If you would like to join the PPG here at Kelsall Medical Centre please email: kelsallppg@outlook.com

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Have you heard about the Living Well Service?

The Living Well Bus is a mobile service delivered by Cheshire and Wirral Partnership NHS Foundation Trust. It operates on a fully drop-in basis and provides routine immunisations, health checks and wider well being guidance at the heart of communities. They also offer :

Blood pressure

Pulse checks

Cholesterol check

Blood glucose check

BMI check

Direct referrals to talking therapies



The bus is accessible to wheelchair users. Please let the team know of any additional reasonable adjustments that you may need and they will be happy to help.

For more information and to see where and when the bus will be each week please visit:
www.cwp.nhs.uk/livingwellservice

