

KELSALL MEDICAL CENTRE



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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 7th April
at 8.00am**

Welcome to the Surgery's

SPRING

Newsletter

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Meet Siobhan!

If you've been in the Surgery recently you will have noticed a new smiling face at our reception desk.

Siobhan has recently joined us and brings a wealth of experience having worked at other Doctors and Veterinary surgeries. Here she is pictured with Duke.

Siobhan has fit right in and it feels as if she has always been here!

Good luck Rachael!

We recently said a temporary "goodbye" to Rachael who works with our prescriptions team.

Rachael will be leaving us for a few months whilst she goes on maternity leave.

Good luck Rachael and we will all miss you!



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A reminder to our patients that Kelsall Medical Centre offer the services of 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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A Day In the Life of a Care Navigator at the Practice

Kelsall Medical Centre reception team is one of the largest teams in the practice!

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 works hard to get an appropriate appointment for you as quickly as possible or signpost you to the appropriate service.

Please be patient as they are working hard to make sure you can get the best possible care.



Our reception team are used to multi-tasking!



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The reception team is 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 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 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.

The reception team is 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 practice, they will welcome you with big smiles and help you with any questions you may have.

The reception staff take on average about 170 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 or you can email on:
cmicb-cheshire.kelsallreception@nhs.net

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Our team here at Kelsall Medical Centre work extremely hard to give you the best possible care and in February our clinicians were able to help 14838 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 utmost 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 **14838** patients in
February.



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View messages about your care in the NHS App



-  Turn on notifications for the NHS App to get messages from your trusted healthcare providers
-  The NHS App messaging service is a simple and secure way to stay up to date
-  You can also use these services by logging in through the NHS website



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Turn on notifications for the NHS App to stay up to date with messages about your care.

The NHS App is a simple and secure way to receive messages from your trusted healthcare providers.

In the NHS App, you can see messages from your health care providers to make sure you get a notification when you have received a new message in your inbox.

Your notification settings need to be turned on in your phone.



To do this, go to your account and select Settings.



Then select Manage Notifications.



Select go to Device Settings.



Select Allow notifications.

Once you've enabled notifications on your device, you need to reopen the NHS App. Doing this confirms that you have registered to receive notifications.

For more information, go to nhs.uk/nhs-app.

Find out more: www.nhs.uk/nhs-app/

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From 1st April

Our primary communication method for patients will be via email

Your paragraph text

The graphic is a blue rectangle containing several icons: a blue envelope with an '@' symbol, a yellow '@' symbol, a yellow '@' symbol inside a blue speech bubble with other '@' symbols, a white envelope with a red notification dot, a yellow '@' symbol, a yellow '@' symbol, a smartphone, and a desktop computer. At the bottom center is the Kelsall Medical Centre logo.

Don't worry if you don't use email as we will continue to reach out to you via your preferred method so no one will miss out on important notifications..

Keep an eye on your inbox for notifications!

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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 42 missed appointments in February had a cost to the NHS of £1,260

You can cancel your appointment by:

Telephone: 01829 751252 or

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

Thank you!



DID YOU KNOW?

That 42 patients did not attend or cancel their appointments in February.



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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: 01829 751308.

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.

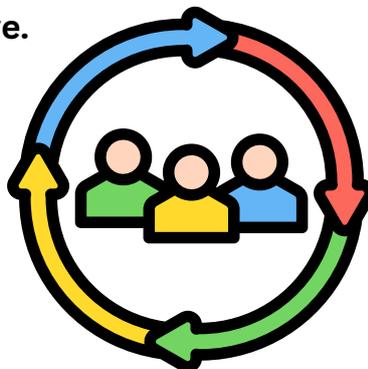
A means of ensuring that complaints are taken on board and necessary changes are being made.

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 phone: 01829 751308.

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Summary Care Records



In an emergency or if your doctors surgery is closed, you might need care from a doctor or nurse who doesn't know you.

A Summary Care Record is an electronic record that can help give you safer, faster care by giving healthcare staff instant access to important information about your medicines, allergies and which medicines make you ill.

You can choose if you want a Summary Care Record or not.

For more information:

- ask a member of staff

Summary
Care
Records