

KELSALL MEDICAL CENTRE



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Welcome to the Surgery's



Newsletter



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Meet Cath!

Cath works in our Prescriptions team and is covering for Rachael whilst she is on maternity leave.

Cath has a wealth of experience and has fit in so well.

Welcome to the team Cath!

WELCOME

We always like to celebrate our teams birthdays and this year was a special one for Sam on Reception. Happy 60th Birthday Sam!
We hope you enjoyed your day.

HAPPY BIRTHDAY



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Patient Access to GP Appointments Update.

In February and March, members of Kelsall PPG met with Dr Daniels and Sam Dawson to review how patients access GP appointments at KMC. This project was instigated by Dr Daniels to see if the PPG could independently assess the current system and whether any improvements were possible. It was felt by reception staff that a high proportion of patient feedback highlighted concern about waiting times for routine appointments.

Urgent appointments.

The current system for urgent appointments appears to be working well:

- Around 50% of daily GP appointments are reserved for on the day appointments
- PATCHs requests are reviewed within 24 hours. This is an online consultation tool accessed via the medical centre website.
- Extra evening and weekend appointments are available at Kelsall (Tuesday evenings) and Bunbury (Friday evenings and Saturdays)
- Reception staff can also direct patients to Advanced Nurse Practitioners or Practice Nurses either in practice or at Enhanced Access appointments where appropriate

Non-urgent appointments.

Most routine appointments are currently booked 3–5 weeks ahead. To improve access:

- One 1-week bookable appointment is now available each day for the GPs who are not the Duty Doctor on that day
 - One 2-week bookable appointment is also available each day for the GPs who are not the Duty Doctor on that day.
- These changes will be reviewed to see whether they improve patient access

Staffing

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Next Steps.

KMC will:

- Continue reviewing the new 1- and 2-week bookable appointments
- Monitor whether longer waits affect patient care through a GP audit
- Protect the current on the day appointment system
- Explore funding to continue the extra Monday afternoon clinic

Small changes will be made carefully to improve access while maintaining safe care for all patients.



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Our team here at Kelsall Medical Centre work extremely hard to give you the best possible care and in May our clinicians were able to help 14955 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 **14955** patients in
May.




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Have you heard about the new Your Bus?



Do you qualify?

Your Bus could be for you!

There are a few ways in which you can sign up to become a member, and remember it is FREE to sign up!

Via our website
www.yourbus.info

Via the phone
01606784100

Or simply sign up on the bus
sign up on your first journey with us,
we've got forms on the bus!

-  **Aged 80 or over**
No further criteria required, if you're 80+ you're eligible
-  **Mobility issues make it difficult to travel**
A clinical or functional reason that makes conventional public transport difficult or impossible to use
-  **can't access public transport when needed**
If there's no conventional public transport provision in your area
-  **You are supported through benefits**
If you receive any type of benefits from the government, you are eligible



Do you know someone who could use a little extra help getting around?

If it's a parent, grandparent, neighbour, or friend. If someone you care about finds it difficult to get out and about, Your Bus could make a real difference to their independence and quality of life.

Membership is free, journeys start from just £4, and our friendly team are always on hand to help. Sometimes all it takes is someone passing on the right information at the right time, so please do share this with anyone who might benefit!

Call YOUR BUS 01606784100

Whatsapp them on 07549724760

www.yourbus.info

Their phone lines are open Monday to Friday, 9am - 4pm, and journeys must be booked by 3pm 48 hours before you wish to travel.

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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 35 missed appointments in February had a cost to the NHS of £1,050.

You can cancel your appointment by:

Telephone: 01829 751252 or

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

Thank you!



DID YOU KNOW?

That 35 patients did not attend or cancel their appointments in May.



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**Supporting Carers Week here at the Surgery.
Meet Christina from The Carers Trust.**



Building Carer Friendly Communities with Christina from The Carers Trust - Cheshire and Warrington

Spreading Awareness and offering practical support to carers in the communities. It helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

There are 5.8 million people in the UK caring for a family member, friend or neighbour who is ill, older or disabled and many find the impact of caring on their health, finances and employment opportunities a challenge.

If you are or know of someone who is a unpaid carer looking after a family member, a friend or a neighbour please ask our friendly reception team about registering as a carer by completing our GP – Better Together leaflet that can be found at reception or in the waiting area at your GP Practice.

**Did you know that we also have a Carer Lead here at the Surgery? If you need any support please contact Helen on 01829 751252
or email: cmicb-cheshire.kelsallreception@nhs.net**

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Missed your breast screening appointment?

Breast Screening



Have you recently missed your breast screening appointment?

If so, its not too late to rebook.

You can rebook by calling the breast screening clinic on 01244 365135 or by e-mailing bscreening@nhs.net

Breast screening saves around 1,300 lives each year in the UK. Finding cancer early can make it:

- More likely that treatment is successful
- Less likely you'll need to have a breast removed
- More likely to be cured

It's not too late to rebook. Early detection saves lives – even if you missed your appointment, you can still arrange another one.

Call the Breast Screening Team on 01244 365 135 to book.
Appointments available at Countess of Chester Hospital

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Are you over 71? You can still have breast screening.

NHS Breast Screening 71 or over?



1 in 3 women who get breast cancer are over the age of 70.

If you are 71 or over and want to continue routine breast screening you have the right to free screening every 3 years.

All you need to do is phone the breast screening unit on 01244365135

When making an appointment please inform staff if you require support, so we can provide you with a suitable appointment.

Although routine invitations stop after age 71, you can still self-refer every 3 years for a free breast screening.

Call the Breast Screening Team on 01244 365 135 to make an appointment. Available at Countess of Chester Hospital.

Please let the team know if you require any support in attending your appointment, so we can ensure a suitable appointment is arranged for you.

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Meet Fiona from the OPAL team!



Older People Active Lives



GoOnline - Kelsall

Join us at Kelsall Methodist Church to discover which APPs can support your reading online!
eBooks, eAudiobooks, eNewspapers,

We can also sign you up to the NHS App!
Order repeat prescriptions
Use NHS 111 online, Find NHS services
View your GP health record
Get reminders and messages



Alongside this, we offer tuition for further development

Blue Badge Application/ Renew Passport/ Support with Online Shopping / Emails / Paying Bills

1st Monday of the month at 10am - 12pm
(if falls on a bank holiday, an alternative date will be given)

email: goonline@opalservices.org.uk
Contact Fiona - 07923 425 239

SUPPORTING OLDER PEOPLE ACROSS RURAL WEST CHESHIRE

We recently had Fiona from the OPAL team here in the Surgery along with some of the wonderful OPAL volunteers helping our patients to use the NHS app and use our online PATCH system.

They will be visiting again so do keep an eye on our facebook page.

We were very grateful for their time and support

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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.