

KELSALL MEDICAL CENTRE



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Welcome to the Surgery's



Autumn



Newsletter



KELSALL MEDICAL CENTRE



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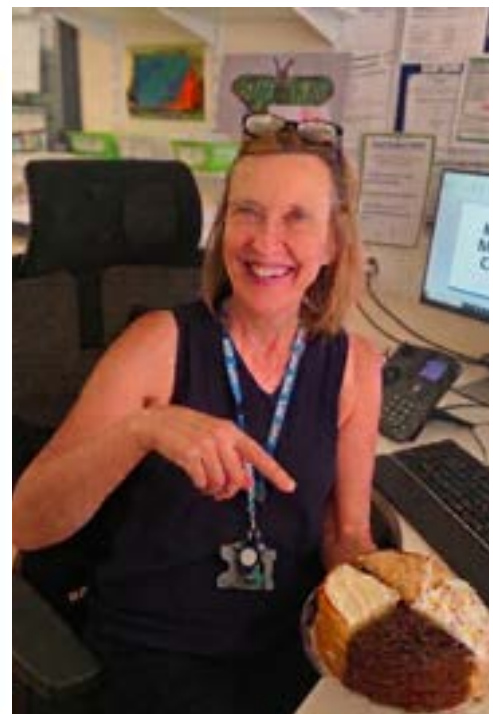
We always like to celebrate our teams birthdays and this year was a very special one for Anita on Reception. Happy 60th Birthday Anita!

We hope you enjoyed your day.

**HAPPY
BIRTHDAY**

Any excuse for cake...!

We also celebrated two more birthdays recently. Happy Birthdays to both Rachel who you may know from our friendly Reception Team and Julie our lovely Health Care Assistant.



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Do you need help using the NHS APP, ordering your prescriptions online and more?

GOOnline from OPAL can help! They offer sessions at Kelsall Methodist Church on the first Monday of every month. Please find the details below.

Their experienced OPAL GoOnLine volunteers can also support and mentor individuals in their own homes, who are unable to attend the drop in sessions,



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



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Surgery School: Helping you get ready for your operation, feel better sooner, and get home safely.

The new Cheshire and Merseyside Surgery School portal offers practical advice to help you prepare for surgery and recover more quickly.

Based on Enhanced Recovery After Surgery (ERAS) principles, it provides guidance on nutrition, exercise, pain management and early recovery.

If you or a loved one is preparing for surgery, please visit the Cheshire and Merseyside Surgery School portal to find out how you can play an active role in your recovery.

You can access the portal at: www.cheshireandmerseyside.nhs.uk/SurgerySchool or scan the QR code below.



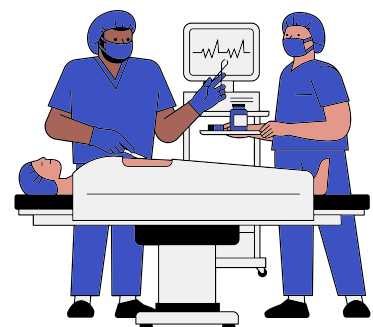
Cheshire and Merseyside

Are you prepared for your surgery?

Preparing well for surgery starts with small changes, helping you get ready for your operation, feel better sooner and get home safely.



Search 'Cheshire and Merseyside Surgery School' or visit cheshireandmerseyside.nhs.uk/surgeryschool to access advice and support today.



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Prepare. Recover. Thrive

The Versus Cancer programme at Chester FC Community Trust helps people get stronger physically and mentally before, during and after cancer treatment.



Supported exercise

Peer support

Health & wellbeing advice



To find out more please email : community@chesterfc.com or ring 01244 560580

EFL IN THE COMMUNITY Cheshire and Merseyside Cancer Alliance **CHESTER FC COMMUNITY TRUST**

Versus Cancer

Versus Cancer is a cancer prehabilitation and rehabilitation programme run by Chester FC Community Trust. It is designed to help you get into the best possible condition before and after surgery or treatment.

The weekly programme gives you opportunities to connect with others and share your experiences. Each session includes physical activity along with hints and tips for leading a healthier lifestyle — all in a safe, supportive and welcoming environment.

"The exercises really helped with my recovery but also helped to empower me in my battle against cancer, and that improved my mindset. Thank you Chester! Team enough."

"I would advise anyone preparing for surgery to attend the sessions. The information provided and the exercises made me feel positive about going in for the surgery, and I felt I had done all I could to be as fit as possible. I believe that all this preparation beforehand was very beneficial to my recovery. Would definitely recommend it."

Versus Cancer will:

- Provide peer support and allow you to share experiences, helping you connect with others on a similar journey, reducing feelings of isolation, and building confidence
- Boost your strength and energy before treatment, helping you tolerate therapies such as chemotherapy, radiotherapy or surgery more effectively
- Reduce treatment related side effects, such as fatigue and reduced mobility, and support faster recovery — helping you return to daily activities sooner
- Improve your social and mental wellbeing by lowering stress and anxiety and giving you a greater sense of control
- Enhance your overall resilience, preparing your body and mind for the challenges of cancer treatment
- Promote healthy habits — physical activity, healthy eating, and social and emotional support — that continue to benefit you long after your treatment has ended

Get involved...

For more information or to register your interest, please contact the details listed below:

Chester FC Community Trust
Email: community@chesterfc.com
Phone: 01244 560580

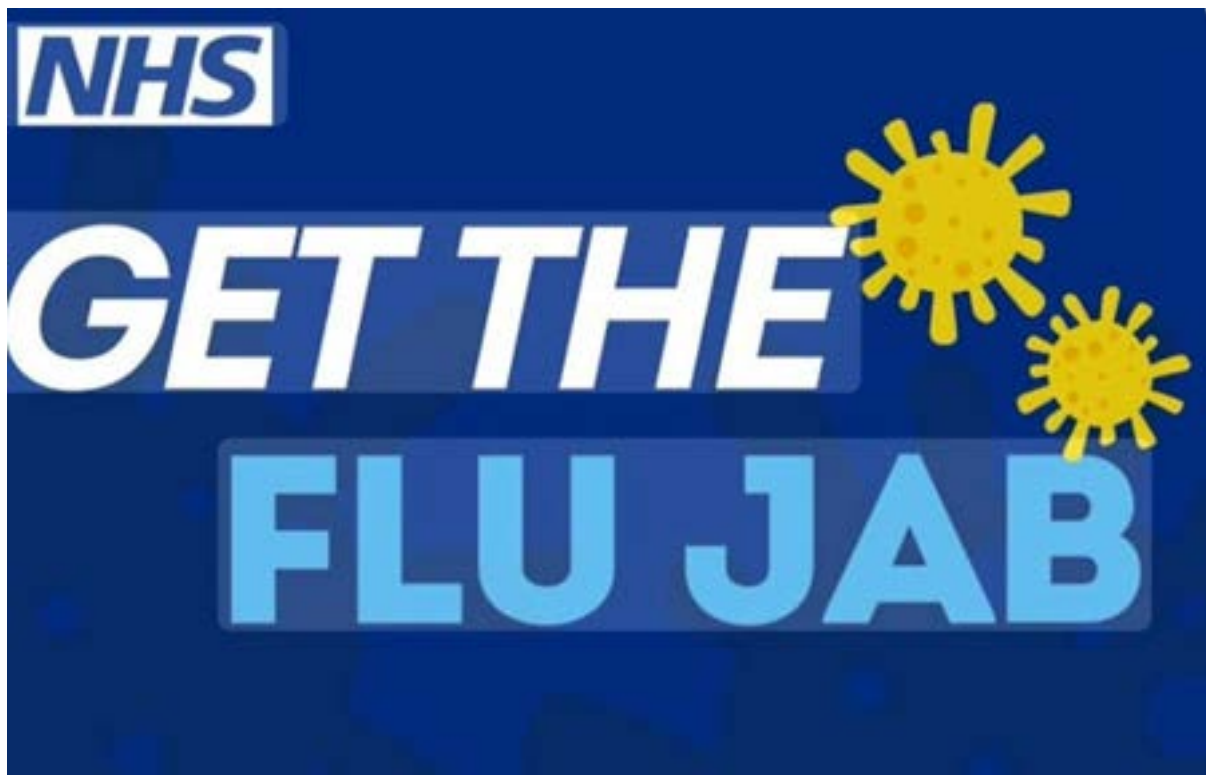
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Flu Clinic - on the 3rd of October.

We will be sending out invitations to all of our eligible patients to come along to our flu clinic on Saturday 3rd October. Please keep an eye on your emails!



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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 32 missed appointments in August had a cost to the NHS of £960.

You can cancel your appointment by:

Telephone: 01829 751252 or

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

Thank you!



DID YOU KNOW?

That 32 patients did not attend or cancel their appointments in August.



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Our team here at Kelsall Medical Centre work extremely hard to give you the best possible care and in August our clinicians were able to help 15073 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 **15073** patients in
August.



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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.