

HEATH LANE MEDICAL CENTRE SPRING 2024 NEWSLETTER



Hello and welcome to the latest edition of Heath Lane Medical Centre's quarterly newsletter!
As always, we aim to keep you up to date with news and advice from both within and outside of the practice.



Heath Lane Medical Centre



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<https://www.facebook.com/HeathLaneMC>



<https://www.instagram.com/heathlanemc/>

Easter 2024 Opening Hours

- 28th March Thursday - Open 8am - 6:30pm
- 29th March Good Friday - Closed
- 1st April Easter Monday - Closed
- 2nd April Tuesday - Open 8am - 6:30pm

Please call NHS 111 if you can't wait until we are open.



Bank Holidays in May

- 6th May - Closed
- 27th May - Closed

Please call NHS 111 if you can't wait until we are open.

Prescriptions may take up to 2 working days to process. Please take this in to consideration over the Bank Holidays. The quickest way to order your prescription is via the NHS App.

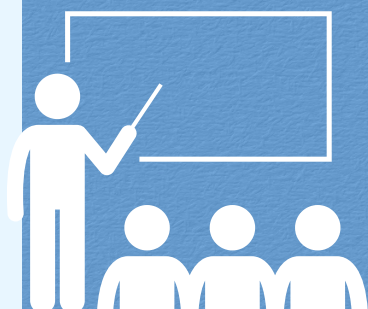


Staff Training Dates

- Tuesday 19th March
- Tuesday 9th April
- Wednesday 15th May
- Tuesday 4th June
- Wednesday 17th July

The surgery will be closing for staff training on these days from 1pm, we will reopen at 8am the following day.

NHS 111 will be available to assist you while we are closed.



Stress Awareness Month (April)

Stress is something everyone feels at times, especially when dealing with change. A little stress can be a good thing, as it helps us to get things done or make us focus, too much is not good for your health.

How we manage stress can make a big difference.

Symptoms of too much stress:

- Being irritable, angry or tearful
- Feeling worried, anxious, hopeless or scared
- Struggling to make decisions, having racing thoughts or feeling overwhelmed

[Click here for more information](#)

Brain Tumour Awareness (March)

A brain tumour is a growth of cells in the brain that multiplies in an abnormal, uncontrollable way.

See a GP if you have a headache that feels different from the type of headache you usually get, or if headaches are getting worse.

Symptoms of a brain tumour

- Headaches
- Seizures (fits)
- Persistently feeling sick (nausea), being sick (vomiting)
- Mental or behavioural changes, such as memory problems or changes in personality
- Progressive weakness or paralysis on one side of the body
- Vision or speech problems

[Click here for more information](#)

Ovarian Cancer Awareness (March)

The risk of developing ovarian cancer increases with age, with more than half of all cases in the UK in women aged 65 and over.

What are the main symptoms of ovarian cancer?

Ovarian cancer has four main symptoms:

- Persistent stomach pain
- Persistent bloating
- Difficulty eating/feeling full more quickly
- Needing to urinate more frequently

What can you do to reduce risk of Ovarian Cancer?

- Cervical screening is one of the best ways to protect yourself
- Quit smoking
- Healthy lifestyle

[For more information click here](#)

National Walking Month (May).

Did you know that May is National Walking Month?
So why not joining Chester Park Run?

Why walk?

Being active helps reduce your risk of:

- Developing a heart or circulatory condition
- Stroke
- Type 2 diabetes
- Obesity
- Osteoporosis

Park run is a health and wellbeing charity which delivers weekly park run events on Saturday morning.

These events are:

- Free to take part in
- Organised by local volunteer team
- Social, welcoming, fun and friendly
- Open to people of all ages, backgrounds and abilities participants can walk, jog, run, volunteer or spectate
- Easy to take part in: register once on the parkrun website and download your personal bar code

[Click here for more information](#)

If you are interested in joining PCN Parkrun scan QR code to join WhatsApp Group



NHS Talking Therapy

Talking therapies, or psychological therapies, are effective and confidential treatments delivered by fully trained and accredited NHS practitioners. They can help if you're struggling with things like feelings of depression, excessive worry, social anxiety or post-traumatic stress disorder (PTSD).

You can access talking therapies for free via the NHS.

You can refer yourself directly to an NHS talking therapies service without a referral from a GP, or a GP can refer you.

Help is available in person, by video, over the phone or as an online course.

[Find an NHS talking therapies service](#)

Self-referral available by clicking [here](#)

NHS

Talking Therapies



for anxiety and depression



**Mums
Matter!**

mind Wirral

**Mums Matter
has literally
changed my
life**



Do you feel anxious, or have worrying thoughts and feelings?

We can help

Please contact us on 0151 512 2200 or mumsmatter@wirralmind.org.uk

Referrals can be made by any professional supporting new mums. We also accept self-referrals from mums who feel that they would benefit from the service.

How can pharmacies help?

Pharmacists can give you advice on a range of conditions and suggest medicines you can buy to help you. They may also be able to offer treatment for some conditions, without you needing to see a GP:

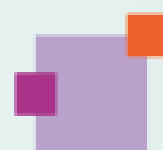
- Earache
- Impetigo
- Infected insect bites
- Shingles
- Sinusitis
- Sore throat
- Urinary tract infections (UTIs)

Think Pharmacy First.

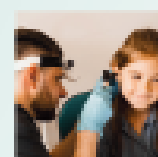
Click [here](#) for more information.



Most pharmacies can help you with **seven common conditions** without needing a GP appointment



- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



Ask your pharmacy for more information about this free* NHS service

Visit your **Pharmacy First!**

*NHS prescription charge rules apply where a medicine is supplied



MMR Vaccination

Measles cases are rising in England, make sure that you and your child are protected.

The MMR vaccine is a safe and effective combined vaccine.

It protects against 3 serious illnesses:

- measles
- mumps
- rubella

These highly infectious conditions can easily spread between unvaccinated people.

Getting vaccinated is important as these conditions can also lead to serious problems including meningitis, hearing loss and problems during pregnancy.

Measles symptoms to look out for.

Measles usually starts with cold-like symptoms, followed by a rash a few days later. Some people may also get small spots in their mouth.

- Cold-like symptoms (high temperature, runny nose, cough)
- Spots in the mouth
- Measles rash (rash starts on the face and behind ears before spreading)

NHS

It's never too late

Missed your child's MMR vaccine appointment?

Contact your GP practice today.



NHS App

The NHS App allows you to access a range of NHS services, you must be aged 13 or over and registered with a GP surgery in England to be able to register.

The NHS App enables people to:

- Order repeat prescriptions and set or change their nominated pharmacy
- Book and manage some appointments, including hospital appointments
- View your GP health record to see information like your allergies and medicines
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number
- Get health information and advice

For more information please visit: nhs.uk/nhs-app

Download the app here:



Members of our Patient Participation Group will be running some drop-in sessions over the coming months to help patients get set up with using the NHS App. Keep an eye out on social media for upcoming session information.



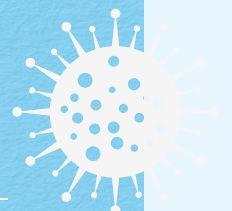
COVID Spring Boosters

The COVID-19 vaccine is an important part of protecting yourself if you're an increased risk from COVID-19.

All eligible patients will be invited to book an appointment once the vaccine is available.

For more information please visit:

<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/>



Food Bank

We are supporting our local foodbank's donation service, help us support those in need around our local area.

If you would like to help, you can drop any donation to the table in the lobby at the surgery entrance.

URGENT MOST NEEDED ITEMS

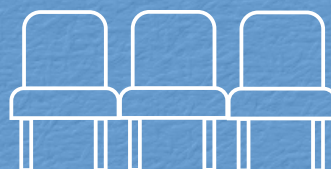
- UHT JUICE
- INSTANT MASH
- TINNED VEGETABLES
- CUSTARD
- TINNED MEATS



Missed Appointments

Please remember if you cannot attend your appointment, contact us to cancel it ASAP. Your appointment could be offered to another patient who urgently needs help

Between 1st December and 29th February there were **169** missed appointments across the whole clinical team!



"We need your feedback"

The NHS Friends and Family Test



Your feedback will help us learn more about what you think of your experience at our surgery – what do you like and what do you think we could improve?

Ultimately, you're helping us make changes to ensure we can offer the best possible care.

You can find our 'Friends and Family Test' by clicking [here](#)

Patient Feedback



We always welcome feedback from our patients, here are a few comments we have received over the past few months.

- Hard working staff, always accommodating
- Receptionist was lovely and got me in the evening clinic. Seen Dr Thompson who was one of the best GPs I've ever been to!
- I've never had any issues with the surgery. Staff are polite and if I've ever needed an urgent appt they've been accommodating.
- I wasn't kept waiting. Nurse listened carefully to my explanation of the problem and prescribed medication as appropriate.
- Helpful, polite and understanding staff member at the reception while booking the appointment. Dr Fryar explained everything in an informative and patient friendly manner. I felt reassured and well-looked after.
- Always very friendly and polite. Whoever I see or speak to puts me at ease. Can't fault the service at the surgery.
- Great access to online consultation via website. Clear and straightforward.
- Really friendly and helpful. The appointment didn't feel rushed and I was given lots of useful information. Felt very person-centred' rather than just general advice.
- Tracy took my blood and as always made me feel at ease as I hate having blood taken. Tracy always manages to get my bloods without a fuss , uses a fine needle and leaves no bruising . Tracy also took the time to answer my questions as to what my blood was being tested for . She is an asset to the surgery