

Neston Medical Centre

Patient Newsletter No 1 - March 2017

This newsletter has been produced by the Patient Participation Group (PPG) for the Neston Medical Centre (NMC). We are a group of patients who interact with the doctors and staff, giving the NMC valuable feedback on what they are doing.

If you feel you have something to contribute, we welcome new members.

Please contact Pat on 336 2606

Who we are

Pat Clare - Chair

Derek Haylock, Betty Smith, John Gibbon, Brian Slack, Keith Millar

Do you remember:-

The old Neston Medical Centre – in one of the stone cottages on Liverpool Road. I joined the practice when I moved to Neston in 1972. There were two GPs – Dr Higgins and Dr Sykes. The surgeries and waiting room were upstairs –the narrow staircase must have been a challenge to old or really sick patients.

Dr Snook replaced the previous doctors and was joined by Dr Steere in 1987.

The new building opened in 1990.



Get to Know Your Doctors?

Dr Chris Steere - the Lead GP



He was born in Liverpool and grew up in Knutsford.. He trained at Liverpool University where he met his wife who was studying dentistry. They have three children and live in Heswall.

Dr Steere qualified in 1980 and his special interests are cardiology and breast screening.

His hobbies are playing golf and tennis, skiing and walking.

Dr John Sproule – born in Northern Ireland and studied medicine at Liverpool University, qualifying in 2001.

He worked in New Zealand for two years before returning to the UK. He now lives in Chester with his wife and two young boys. His medical specialities are Dermatology and Men's Health.

At home, he enjoys cooking for his family.



Dr Rachael Warner – was born in Widnes and studied at Liverpool University qualifying in 2002. When she married, she moved to Bromborough and has two children. She joined the Practice 8 years ago and her special interests are family planning and children's health.

Dr Warner is also a qualified dance teacher and she still teaches at the weekend. She also practices Tae Kwon-do with her two children and they recently gained their black belts.

Neston Medical Centre also employs Dr Paliwal on a locum basis.

Pat Clare

Chapter
positive about mental health

Chapter Support in Neston

Chapter is a West Cheshire based charity supporting people with severe and enduring mental health issues. We support people in the Neston area to progress, set goals and move forward in their lives.

We currently provide a bi-weekly support coffee morning in the Neston area and our clients have access to a range of other services including:

- Regular meetings with a one to one support worker
- Training including confidence building, life skills etc.
- Activities including a walking group, book group, healthy eating and arts and crafts group
- The opportunity to undertake a voluntary work placement

Support workers meet people in their local area but some of the other activities may be held in other areas such as Chester or Ellesmere Port but are open to our Neston clients.

Access to our services is through a referral from a health professional, which could include your local GP, Care Coordinator, CPN or the mental health team in Cheshire West

A member of staff from Chapter will then meet with you to look at your needs and explain a bit more about what support we can offer you

If you are interested in our coffee mornings or other areas of support please speak to your GP or health professional

Referral forms and more information can be found on our website:

<http://chapterwestcheshire.org/>

Sally Cerro-Hughes

The Surgery from a Disabled Perspective

As a wheelchair user I was more than pleased, to say the least, that the footpath has been repaired, and would like to express my thanks to the practice and the PPG in bringing this about.

Wheelchair users in our practice are reasonably well catered for unless having to visit the chiropodist or phlebotomist in the bottom room, where it can be rather tight to manoeuvre, but all the doorways could do with widening. Blood can be taken from one of the other rooms and the chiropodist will conduct home visits if requested.

The new automatic entrance door is more than a godsend to not just wheelchair users and those with impaired mobility but also to parents with buggies and toddlers.

Elizabeth Smith

The Footpath Outside the NMC

Since last April, NMC staff had been trying to get the footpath outside the NMC repaired; the whole footpath from the patient's car park entrance to the junction with Raby Road was beginning to get dangerous.

The problem was reported on the Cheshire West and Chester (CWaC) council website, but no repairs were done. Finally, in November, after one of our meetings in NMC, members of the PPG took on the challenge and pestered CWaC, Neston Town Council and our MP, Justin Madders.

By this time, the footpath had disintegrated in several areas, making it difficult for able bodied patients to get to the surgery, dangerous for less agile patients, and almost impossible for anyone in a wheelchair.

The NMC staff eventually got a reply from CWaC saying that funding for the repair of the footpath had been secured, but the repair could not be carried out until April because the tarmac surface could not be laid when the weather was cold and wet.

We got back to CWaC, emphasising again how dangerous the footpath was, and how they were leaving themselves open to costly court costs if someone sued them after tripping on the uneven surface.

With the help of Andy Williams, a Neston Town Councillor, we finally, received notification on Friday 9th December that the footpath would be repaired the following week.

Although we were hoping that a full repair would be carried out, it was merely patched up. A full repair will now be carried out in April when the weather is warmer, when the tarmac will stick.

In the mean time, be careful when walking towards the town centre from the NMC; there are still a few uneven areas, particularly by the lamp post by Cubbins small entrance door (near to NMC).

Derek Haylock

What improvements has Neston Medical Centre (NMC) made in the last 12 months?

The aim of the West Cheshire Clinical Commissioning Group (CCG), the people who “buy” GP services on behalf of the NHS, is to provide more treatment in the community rather than in a hospital environment. The reasons being:

- It is better for patients
- It is cheaper
- It should be faster

During the last year, NMC has worked with Neston Surgery and Willaston Surgery (our Cluster), to share some services across the area. These are:

- Physiotherapy direct – a Physiotherapist you can see without a GP appointment.
- A nurse - to support GP services to patients in the four Residential Care homes in the area, providing flu vaccinations, blood tests, dressing changes, etc.
- A Wellbeing co-ordinator who supports patients with social rather than medical issues.
- Shared access to extended hours appointments – Monday and Thursday 18.30 to 20.30 at Neston Surgery.
- Shared dressings clinics at Neston Surgery.

Within the Practice, NMC has provided:

- Two advanced nurse practitioners who can support the GPs by providing more patient appointments.
- Extended hours service – Mon-Fri 8am to 6pm. **See Below.**
- Frailty assessments to help patients receive care at home rather than in hospital.
- Health checks for the over 75.
- Management of long term conditions.

Pat Clare

Extended Hours Services

Extended hours throughout the CCG (Cheshire West) that our patients can attend if they wish:

- **Countess of Chester Health park in the 1829 building:**
Monday to Friday 18:30 – 21:30;
Saturday & Sunday 09:00 – 14:00;
B/H 09:00 – 14:00
- **Ellesmere Port Cottage Hospital:**
Monday to Friday 18:30 - 21.30;
Saturday & Sunday 09:00 – 14:00;
B/H 09:00 – 14:00
- **Helsby Health Centre:**
Monday and Tuesday 18:30 – 20:00.
- **Tarporley War Memorial Hospital:**
Wednesday, Thursday and Friday 18:30 – 20:00;
Saturday & Sunday 13:00 – 18:00;
B/H 13:00 – 18:00
- **Neston Surgery (Mellock Lane):**
Mon & Thurs 18:30 – 21:00
- **Laurel Bank Surgery Malpas:**
Monday and Thursday 18:30 – 20:00;
Saturday 09:00 – 12:00

Patients can make an appointment with the service by contacting the Single Point of Access team:
0300 123 7740 choosing option 3.

If patients wish they can arrange online booking of appointments; they can order their prescriptions online and they can access their coded medical records such as results and immunisation status. This can be set up by bringing along a form of identity to reception.

Prescriptions can be collected from the patient's pharmacy of choice.

If you are a carer please let us know and we can organise a carers' pack for you.

Karen Rushforth - Practice Manager

Some responses from the Friends and Family questionnaires over the last 12 months

How likely are you to recommend our GP practice to friends and family? (%'s over the last 12 months)

Extremely Likely	62%	
Likely	33%	
Neither likely nor unlikely	2.5%	
Unlikely	2.5%	
Extremely Unlikely	0	
Don't know	0	

Any ideas on how we can improve the system further?

- No it's good
- No, it's usually easy to get an appointment
- I would like to be able to ring for an appointment so I can arrange the day
- No, it's fantastic
- Really good system
- None, I am very happy with the system at present

Any other comments?

- I am very pleased with the way the centre operates.
- I always find the receptionists very helpful and pleasant to deal with on the phone and in the surgery.
- Excellent surgery, highly recommendable
- Do not like the new appointment system e.g. having to wait for a telephone consultation before making an appointment.
- Very happy with the surgery, the staff are very friendly, especially the reception staff; they are always smiling and helpful.
- I was called back by the doctor at a time convenient to me.
- I am happy with the system at the moment.
- I think people who do not attend their appointments should be fined.
- Between 8.00 and 8.15 you are constantly ringing as you cannot get through; the phones are always engaged.
- Always an excellent service and everyone goes out of their way.
- Think the phone system is excellent.