

# Neston Medical Centre

## Patient Newsletter No 2 - September 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 meet approximately every 3 months with the doctors and staff at NMC to discuss new projects and changes and to offer our help in promoting services when needed.

If you believe you have something to contribute, please join us, 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, Lilian Baker, Moira Andrews

### What's New In Neston

**This winter's Flu vaccinations are now available. Please contact Reception to arrange an appointment. You may also be eligible for a Pneumonia or Shingles vaccination, please check with reception.**

Local "Health Walks" are being arranged that are supported by McMillan and Brio Leisure. These will be led by a local volunteer and will be a weekly 30 minute walk followed by a cup of tea and a chat. They are open to all who want to get out of the house, feel better and meet people. See page 2 for more information.

Diabetes Essential is a new project being set up by Susan Gallagher. More information on this project is on page 4.

A new Support Group for Women with Mental Health problems is being set up by Lilian Baker. See page 8 for more information.

If you can't get an appointment, try the new eConsult system on the website <http://www.nestonmedicalcentre.co.uk>. Click on the big blue box saying "Beat the queue", and answer the (in depth) questions. See page 10 for more information.

# Health and Wellbeing Walks

Getting active can be difficult. But we're here to help. With Walking for Health, you can take part in a free short walk nearby to help you get active and stay active at a pace that works for you. It's a great way to stretch your legs, explore what's on your doorstep, and make new friends. For over 12 years, we've helped thousands of people like you discover the many benefits of regular group walks. From reducing stress, to losing weight, to sharing laughs, Walking for Health has something for everyone.

### Why walk?

Walking is truly accessible – almost everyone can do it anywhere and at any time. It won't cost you anything, and you don't need any fancy equipment.

If you still need convincing, here are a few positive things that walking can do for your health...

- Help your heart and lungs work better
- Lower your blood pressure
- Keep your weight down
- Lighten your mood
- Keep your joints, muscles and bones strong
- Increase 'good' cholesterol

### How you can get involved

*Every step counts. Small increases in physical activity like walking to the bus stop can have a big impact on your health.*

We are setting up short health walks (up to 30 minutes) for people who want to improve their health and meet new people in a friendly inclusive setting. The walks are generally in parks with toilets, rest stops and refreshments in community settings. We can also support people to access longer walks and other enjoyable activities.

For more information, call the Brio/Macmillan volunteering team on **01244 886887** or see [www.brioleisure.org/macmillan](http://www.brioleisure.org/macmillan)

For all national enquiries, please contact Walking for Health on **0207 339 8541** or [walkingforhealth@ramblers.org.uk](mailto:walkingforhealth@ramblers.org.uk)



Supporting you to get active and stay active

Together the Ramblers and Macmillan Cancer Support run Walking for Health, helping more people – including those affected by cancer – discover the joys and health benefits of walking.

The Ramblers' Association is a registered charity (England & Wales no. 2093577, Scotland no. SC039799)  
Macmillan Cancer Support is a registered charity (England and Wales no. 263017, Scotland no. SC039902, Isle of Man no. 694)



**Brio Leisure and Macmillan are here to help people affected by cancer in West Cheshire find answers to their everyday needs.**

Our friendly team of trained Brio volunteers can provide practical, emotional and social support in your local community, when you need it most.

Whether you want to take part in a group walk, need assistance with tasks around the house, such as shopping or gardening, or if you just want information and a chat over a cup of tea, we're here to help you feel more in control.

If you would like to know more about the free support that is available, please speak to the team:

📧 [Macmillan@brioleisure.org](mailto:Macmillan@brioleisure.org)

☎ **Northgate Arena on 01244 886887**

🌐 [www.brioleisure.org/macmillan](http://www.brioleisure.org/macmillan)

Changing lives together



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## Diabetes Essentials is Coming to Neston

Diabetes Essentials is your local free education session for people with diabetes. Separate sessions are offered for people with borderline diabetes, type 1 diabetes and type 2 diabetes. Diabetes Essentials offers a **one stop shop** for the facts on all things diabetes, including

- Simple explanations of what diabetes is
- Information on what support you should receive from the NHS
- Facts and practical advice on everyday living with diabetes on issues such as driving, food and physical activity
- Information on support services available in your local area

It also allows you to meet other people with the same condition which gives you support and the opportunity to learn from each other. Depending on the condition you have, the session is 2 hours or 2 ½ hours duration.

The session is delivered by a dietitian with experience in diabetes. Come along & hear how you can look after your diabetes & have your questions answered

Anyone with diabetes can come along to these sessions; as the saying goes "knowledge is power" and is certainly true when it comes to looking after your own diabetes.

### [New for Neston](#)

Regular groups for people with Borderline Diabetes and Type 2 Diabetes in Neston, will be held at the Neston Youth Centre Burton Road as follows:

Borderline Diabetes – Thursday 26 October 2.30pm to 4.00pm

Type 2 Diabetes – Thursday 16 November 9.30am to 12.00noon

If you are interested in attending a session or for more information

- Email [diabetes.essentials@nhs.net](mailto:diabetes.essentials@nhs.net)
- Or call us on 01244 365234

Check us out on Facebook for more information & tips for the diabetes team <https://www.facebook.com/DiabetesEssentials/>

Susan Gallagher



Cheshire Change Hub is your local health and wellbeing service delivered by Brio Leisure. It's here to offer support to anyone living within Cheshire West and Chester who wants to live a healthier, happier life. We have recently reviewed our services and have identified the changes below.

Whether patients want to quit smoking, lose weight, get more physically active or exercise safely around a special medical condition they can access these services directly through the hub.

There are four services available: Quit Smoking, Weight Management, Exercise Safely, and Free 75+ leisure membership. **Patients are only eligible for one referral in a 12 month period**

#### Who does Brio Leisure work with?

We work with two partners, More Life Cheshire, who delivers a level 3 Weight Management service, and Quit 51, who deliver the smoking cessation service on behalf of Brio.

#### Weight Management Programme

Brio Leisure weight management services are available for those wanting to lose weight and improve their lifestyle. If a patient is being referred for weight loss the following criteria applies:

**Level 2 (BMI 25-29.9)** – Patients who fall within this category can be referred directly to the Hub, where a Health Referral Advisor will signpost them to More Life for a 12 week FREE Slimming World programme. Weight Management Exercise classes are also available at a reduced rate of £3.00. This does not include Brio Leisure's Exercise on Referral programme.

Continued over >>>>

**Level 2 (BMI 30-34.9)** – Patients who fall within this category can be referred directly to the Hub. They will be able to access a FREE 12 week Exercise on Referral programme with Brio Leisure, and a 12 week Slimming World package with Weight Management classes.

An Exercise on Referral Programme offers an initial 1:1 consultation where medical needs and preferences will be taken into account to formulate a 12 week exercise plan. These sessions are delivered by a qualified GP Exercise on Referral, Wright Foundation Instructor.

**Level 3 (BMI 35+)** – Patients who fall within this category can be referred directly to the hub and will be able to access a 24 week programme with Brio Leisure's partner, More Life Cheshire. On completion of this programme, patients will be offered a 12 week membership at one of Brio Leisure's Centres at a reduced rate.

#### GP Exercise on Referral Programme –

Brio Leisure have recently reviewed and amended the referral criteria for the above service.

The GP Exercise Programme consists of the following;

- 1:1 initial consultation where medical needs and preferences of the patient will be taken into account in the formulation of the 12 week programme
- Additional supervision throughout the 12 weeks is available, if required, with a programme review after 4 weeks
- Patients are requested to complete a Wellbeing questionnaire at the beginning and end of their 12 week journey. This allows Brio Leisure to monitor and continually evaluate their Service.

Brio Leisure will only accept patients who meet the following criteria for Exercise Referral.

- Diabetes type 1
- Diabetes type 2

- Established Osteoporosis
- Familial Hypercholesterolemia
- Hypertension
- Mental Health Problems

All patients who are referred to the Cheshire Change Hub will be asked for 10-15 minutes of their time to have a chat with one of Brio Leisure's Health Referral Advisors, to carry out a Holistic Needs and Wellness Assessment, before any referral is accepted, and on completion, booked onto the relevant service. Referrals can be authorised by a GP, nurse or health professional.

Patients can also be encouraged to self-refer for weight loss and Stop Smoking through Brio Leisure's website if they have no other medical conditions that may be affected with exercise.

## The Footpath Outside the NMC

Since April 2016, NMC staff have been trying to get the footpath outside the NMC repaired as the whole footpath from the patient's car park entrance to the junction with Raby Road was getting dangerous; after a LOT of emails, it was patched up in December 2016, with a promise that a full repair would be made in April when the weather was better.



On 6<sup>th</sup> September, it still hadn't been repaired, so an email to Andy Williams, a Neston Town Councillor, responded with the message that it was due to be repaired in September, along with other footpaths in Neston.

As of 5<sup>th</sup> October, it still has NOT been repaired. Keep your fingers crossed that this repair does, indeed, happen!!

Derek Haylock

## All about Women (Neston) - Mental Health Support Group

After being awarded a grant from Neston Council, a new support group for women who live in the Neston area is to begin in September. Aimed at women who experience mental health problems and/or social isolation, the group will be facilitated by women who, themselves, have or have had, experience of mental ill health.

Our meetings will take place at the Neston Methodist Church Community Centre at the junction of Park St and Liverpool Road (*near the High Street*) on Thursday evenings from 7 - 9pm, commencing on 21<sup>st</sup> September 2017.

The primary aim of the group is to give the women the opportunity to share their feelings with a group of like-minded women in a friendly, non-judgemental and safe environment, help them make new friends and encourage them to move forward in their lives.

Referrals will be accepted from GP's, Social Workers, Community Psychiatric nurses, and any other healthcare professionals who have clients/patients who they feel will benefit from this Group, BUT IMPORTANTLY women can self- refer.

The Group is free and coffee/tea and biscuits will be available.

If you feel this group may be for you, please contact Lilian in any of the following ways:

Tel: either by calling or texting 07971 477205,

email: [lilibut3@yahoo.co.uk](mailto:lilibut3@yahoo.co.uk) - please leave your name and contact details and we will get back to you

**OR just turn up on the evening.** You will be made very welcome.

We may not be able to make you better, but we can guarantee that you will go home feeling better!

Lilian Baker

## 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 7743**.

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

## Our Appointments System

How can I book an appointment at Neston Medical Centre?

1. You can contact the surgery by phone, our lines open at 8.00am Monday to Friday.
2. You can register for online access and book your GP or Advanced Nurse Practitioner appointment up to 2 weeks in advance. Should you wish to register for this service, simply call into reception with photographic identification. Nurse and Healthcare Assistant appointments are not yet available to book online because of the complexity of appointment types and the time they take.
3. We also offer an eConsult service to obtain advice or contact the GP through our website. On completion of some details into the system you are given the options to: a - help yourself, b - obtain pharmacy advice, c - obtain advice from an NHS111 clinician or d - obtain treatment and advice from your GP. You do not need to register for this service, simply visit our website <http://www.nestonmedicalcentre.co.uk>.
4. You can also book an appointment at extended hours. This service is designed to offer patients the choice of seeing a GP during the evening or at weekends. Appointments can be booked up to 2 weeks in advance by ringing 0300 123 7740 option 3, Monday to Friday 8am to 6pm. Please refer to our website and Page 9 for more information.

### When calling the surgery

When you phone the surgery to book an appointment the receptionist will ask you for a **brief** description of your problem.

This is so that the receptionist can direct you to the most appropriate appointment/service, which includes recommending you to phone 999 or offering you a consultation with the Advanced Nurse Practitioner.

A description of your problem will also enable the GP or the Advanced Nurse Practitioner to prioritise your call as it could be more urgent than other patients.

## How can I make the system work for me?

When arranging a call-back, you can specify the phone number to be called on, and request a call back within a range of times, for example between 10.00 and 11.00 or after 3.30pm. The clinicians will do their best to accommodate this. Unfortunately specifying an exact time is not feasible as the clinician may be running late or may have been called to an emergency.

If you are not ill enough to require staying at home it is possible to give a mobile number and have the conversation at work or wherever you are.

Once you have had your telephone call, should you need or want to be seen, the clinician will arrange a mutually agreeable time for an appointment. This is usually on the same day, but should you prefer, you can choose to come in a different day. If the clinician would like to see you again, they will book an appointment for you before you leave.

We do not take prescription requests over the phone. However, if you have a repeat prescription and are up to date with your annual review you can order them through the online access facility; call into reception with photographic I/D and complete the application form. See pages 12 and 14.

You can also nominate a pharmacy for your prescription to be directed to. This can be near your place of work if that is more convenient.

You can also ask the pharmacy to manage them on your behalf; you will need to register with them for this service.

As always, if you are unsure or would like advice on our appointment system, please do not hesitate to contact us.

## **On-Line Access to Neston Medical Centre's Services**

You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at some of your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see some of your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you must change your password immediately.**

**If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.**

**If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.**

**Before you apply for online access, please consider the following:**

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

## Things to consider

**Forgotten history** - There may be something you have forgotten about in your record that you might find upsetting.

**Abnormal results or bad news** - If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them. Learn more about laboratory results at <http://www.labtestsonline.org.uk/understanding>

**Choosing to share your information with someone** - It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

**Coercion** - If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

**Misunderstood information** - Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

**Information about someone else** - If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

## View of the Patient Access Patient Online Registration Form

NESTON MEDICAL CENTRE			
<b>Patient Access: Access to GP online services</b>			
Surname			
First name			
Date of birth			
Address			
Postcode			
Email address			
Telephone number		Mobile number	
<b>I wish to have access to the following online services (tick all that apply):</b>			
1. Booking appointments			<input type="checkbox"/>
2. Requesting repeat prescriptions			<input type="checkbox"/>
3. Accessing the following areas of my medical record:			
Medication			<input type="checkbox"/>
Allergies/Adverse Reactions and Immunisations			<input type="checkbox"/>
Laboratory Results			<input type="checkbox"/>
Problems			<input type="checkbox"/>
Coded Consultations			<input type="checkbox"/>
<b>Application for online access to my medical record</b>			
I wish to access my medical record online and understand and agree with each statement (please tick)			
1. I have read and understood the information leaflet provided by the practice			<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download			<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk			<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement			<input type="checkbox"/>
5. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible			<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly, I will contact the practice as soon as possible			<input type="checkbox"/>
Signature		Date	
<b>For practice use only:</b> Patient NHS number <input type="text"/>			
Is the patient over 16 years of age?	Yes <input type="checkbox"/> Process the application as below No <input type="checkbox"/> Refer the application to the Practice Manager and advise the patient we will contact them		
Identity verified through (tick all that apply)	Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID <input type="checkbox"/> Proof of residence <input type="checkbox"/>	Name of verifier	Date
Name of person who authorised (if applicable)			Date
Date account created			
Date passphrase sent			
March 2015 Reviewed Feb 2017/June 2017 Next Review Date June 2018			

Please download this form from the website or get from reception.

## 2017/18 Savings Plan by West Cheshire CCG

In order to face the financial challenges of our local NHS, the CCG, the people who buy GP services in the area, have published their priorities for this financial year.

- **Medicines Management** – working with GP practices and Pharmacists to reduce waste and ensure that prescriptions are appropriate. Planned spend is £40 million.
- **Mental Health and Learning Disabilities** – working to ensure patients receive the correct care for them, preferably without the need for hospital admissions. Working more closely with Wirral for patients with autism. Planned spend - £26 million.
- **Planned Care** – services for patients with long- term conditions as well as planned hospital care for operations and Out Patient referrals. Money can be saved and waiting times reduced by providing treatment closer to home and by not duplicating tests and appointments when patients have more than one condition. Planned spend - £110 million.
- **Starting well** – providing better value maternity services, and services for children both in hospitals and if appropriate, in the community, with better education for self -management e.g. for diabetes or asthma. Planned spend - £15 million.
- **Primary Care** – the aim is to improve the quality of GP services whilst reducing the cost. Savings can be made by ensuring all repeat prescriptions are needed, by helping older people stay out of hospital and by encouraging self-management by patients with long term conditions. Planned spend - £5 million
- **Urgent Care** - includes emergency hospital visits, emergency ambulances and out of hours GP services. A Falls Prevention programme can help reduce hospital admissions by identifying at risk patients. Use of NHS 111 services and ambulance crews can help reduce referrals to hospitals. Support for patients closer to home can reduce hospital admissions. Planned spend - £85 million.
- **Complex Care** – care for the most vulnerable and dependent people who need appropriate but complex care. Saving can be made by matching services to changing demand, and by encouraging personal health budgets which give patients more choice and control. Planned spend - £25 million.

## How Secure Are Your Passwords?

We all know that we should keep our passwords secure, change them often, don't use the same password for multiple websites, use a combination of letters, numbers, etc. The list goes on. To comply with this, most people either have a small selection of passwords, often based on family names, or write them down somewhere; neither is very secure.

There are free applications available on the internet that store passwords for you, and when your webpage requests a password, it displays a box then automatically logs you into the website. If you do an internet search for "password manager", you will get a list. PC Magazine has evaluated the best on the market and has compared their capabilities. **Password managers are highly recommended by industry security experts.**

These password managers store passwords, names, addresses, card details, and much more, securely encrypted. They can be downloaded from the internet, or from the Apple App Store or Google Play. They generally work on all Windows devices, tablets and phones.

When you log onto your computer, the password manager prompts for a master password. This is the only password you need to remember. Then when you are on the internet and a password is required, it will pop up a box with your email address. Click the box and your password for that site will be entered as dots, so someone looking over your shoulder cannot see what you are typing; a very secure method.

These password managers can store hundreds of passwords and other details, each linked to a specific website, so you can easily have complicated passwords such as "1 hate entering Passw0rds !£\$%" for each site and not need to remember any of them. Most will also generate strong passwords for you and store them, safely encrypted.

Online ordering is made very simple; at the checkout, the password manager will complete most of the boxes, including bank card numbers, expiry dates, etc., all securely stored in the application's database.

Happy and safe browsing.

Derek Haylock