

Out of Hours Care

Normal GP practice hours are from 8.00-18.30 Monday to Friday excluding Bank Holidays and 1 afternoon per month for training.

Additionally our practices are open until 20.00* for both routine and urgent appointments that can be booked via your registered practice, on the phone or online, during normal practice hours.

****Saturday appointments** with a variety of clinicians are on offer from 9.00-17.00 and can be booked via your registered practice during normal practice hours.

*Each Chester East practice opens one night each Mon to Thursday (with some occasional early mornings).

Mon-Heath Lane Medical Centre 6.30-8pm

Tues-Boughton Health Centre 6.30-8.30pm

Weds-Park Medical Centre 7-8 am-6.30-8pm

Thurs-Upton Village Surgery 6.30-9pm

****Friday night and Saturday appointments** are hosted at Garden Lane practice.

Outside of these times patients can still access out of hours treatment by contacting NHS 111 on the phone or online to access urgent medical care.

If its a medical emergency visit your local Accident and Emergency Department or call 999.

What is a Primary Care Network (PCN)?

The NHS Long Term Plan was published in 2019 and called for health and care to be joined up locally to meet people's needs. Since then, GP practices across England have been working collaboratively together and in partnership with key stakeholders to support communities. Each Primary Care Network (PCN) is working towards providing personalised care, which is valued by patients and GPs, whilst taking advantage of economies of scale.

Here in Chester East, our PCN has a patient population of almost 39,000 cared for by four practices: Boughton Health Centre, Park Medical Centre, Heath Lane Medical Centre and Upton Village Surgery.

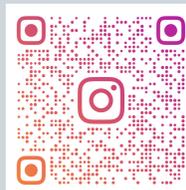
This leaflet has been put together with the input of the Patient Participation Groups (PPGs) for each of the four practices to help our Patients navigate and access the services that are available.

Want to find out more?

If you would like to get involved in your local PPG please contact us via your practice website or email chestereastpcn@nhs.net.

Website: chestereastpcn.co.uk

You can also follow us on social media.



Patient Information Leaflet: October 2023 Issue 1



CHESTER EAST PRIMARY CARE¹
NETWORK IS MADE UP OF 4 PRACTICES:

BOUGHTON HEALTH CENTRE

01244 325421

PARK MEDICAL CENTRE

01244 324136

HEALTH LANE MEDICAL CENTRE

01244 563105

UPTON VILLAGE SURGERY

01244 382238



Chester East

PRIMARY CARE NETWORK
PRACTICES IN PARTNERSHIP

How do I get an appointment?

On the Phone: you can contact your practice on the phone, Monday to Friday between 8.00-18.30. Please note practices are busiest on the phone between 8.00 and 10.00 so if your call is not about an urgent on the day appointment request please call after this time. Please note that all practices now offer a call back system so you don't have to wait on hold.

Online: you can contact your practice via an online consultation request or query via our new online system called PATCHs. Plus some routine appointments are available to book directly online via the practice website.

Prescriptions

The quickest and easiest way to request a repeat prescription is via the NHS App:
<https://www.nhs.uk/nhs-app/>

Did you know that your local Community Pharmacy can provide help and support for a range of illnesses and conditions from a qualified Pharmacist.



WHAT NEW ROLES DO THE PRACTICES EMPLOY

Nowadays there are not only more ways to get an appointment, but also more health experts available.

Patients can book into some of these roles directly, some will need to be accessed via a referral by a clinician, others can be booked directly as a first contact. Your practice will be able to talk you through the best way to access the services.

Clinical Pharmacists are experts in medicines who help patients stay as well as possible by supporting those with long-term conditions, such as asthma, diabetes and high blood pressure and people taking multiple medicines, to make sure their medication is working.

Care Co-ordinators help make sure that patients are connected to the right services or professionals at the right time. They can also help people manage their own needs, preparing them for upcoming appointments, monitoring their health and responding to any changes.

Dietitians diagnose and treat diet and nutritional problems such as diabetes, food allergies, coeliac disease and metabolic diseases. They can advise of diet and lifestyle changes that will benefit your health and well being.

Mental Health Practitioners support adults whose needs can't be met by local talking therapies but who might not need ongoing care from hospitals or mental health teams. They can refer patients to a range of different services.

Nursing Associates perform routine health checks and wound care while providing patients with general health and well being advice under the guidance of a nurse or another health professional.

Paramedics have experience in everything from minor injuries to more serious conditions such as asthma, and now help manage routine and urgent appointments and carry out home visits.

Physiotherapists can assess, diagnose and treat a range of complex muscle and joint conditions such as arthritis and back pain without needing hospital care. They can also arrange access to further treatment, investigations and specialists when needed.

Social Prescribing Link Workers help patients manage their social, emotional and physical well being by connecting them to local groups and services that can offer practical and emotional support. These include volunteering opportunities, physical activities and even debt and housing advice.

