



## **A message from your Practice Manager**

Welcome to the first newsletter edition of the New Year. We have some exciting changes happening in the Practice including the introduction of PATCHS online consulting and online medical record viewer.

We welcome Bonnie Davis to our team as Advanced Nurse Practitioner. Elaine Fizell left the team in December 2023 and we wish her well. Bonnie brings with her a wealth of experience and may be a familiar face to some as she has done locum sessions for us over the past year. Bonnie is available for appointments Monday – Wednesday.

Best wishes, Matt Davies

## **What's new for 2024? Online consulting!**

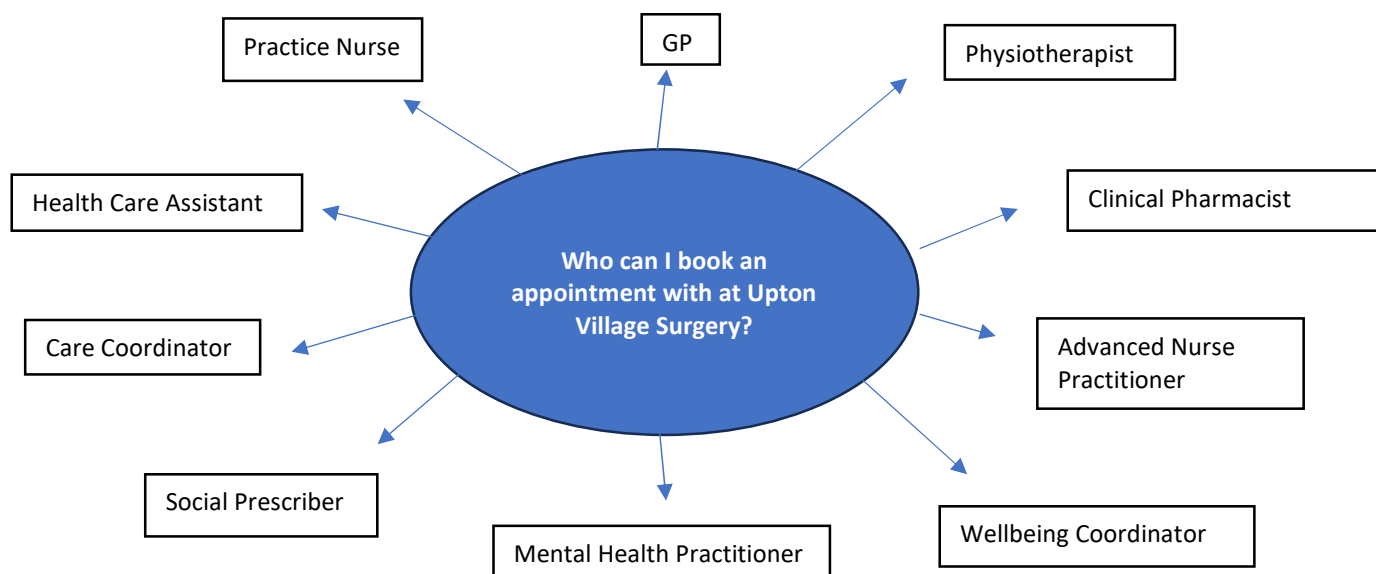


Patches online consulting system allows you to access health advice, sick notes, admin requests and medical advice from your GP all from the comfort of your phone! Patches can be accessed by going to: [www.patches.ai/practice/uptonvillagesurgery](http://www.patches.ai/practice/uptonvillagesurgery) or via our website.

By creating an account and registering you will have access to the above, with a response from the practice within 48 hours.

*Not to worry if you would prefer to speak/see someone, we will still be offering face to face and telephone appointments as normal, which you can book by calling the practice on 01244 382238.*

## **Appointments at Upton Village Surgery**



**Our Patient Services Team ask for a brief description of the problem so they can triage you to the most appropriate clinician on our team and help you to be directed to receive the best care.**

*~ We are proud to be a training practice so you may also be offered an appointment with a Medical Student or Registrar ~*

## **EXTENDED ACCESS APPOINTMENTS**

Did you know we also offer appointments on a Thursday Evening from 6:30pm – 9pm? Appointments are also available on weekends if you're happy to travel to another local GP practice to be seen. Speak to our Patient Services team to find out more!



**HELP US IMPROVE APPOINTMENT AVAILABILITY**

Between the months of October – December, we had a total of 156 appointments that were not attended and were not cancelled. We understand things come up last minute but we ask that you inform us ASAP if you no longer require your appointment. Text appointment reminders are sent at least 24 hours before your planned appointment. Please ensure we have your up to date contact details to receive this.

**FRIENDS AND FAMILY SURVEY**

We send a text after you've attended your appointment to ask for feedback on your experience. We really appreciate everyone who has taken the time to complete the survey. We were so pleased with the positive feedback we have received and so proud of the team we have.



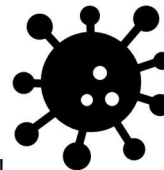
If you haven't yet completed the survey, please scan the above QR code or complete a survey form in the waiting area.

**YOUR PRACTICE PATIENT PARTICIPATION GROUP (PPG) NEEDS YOU!**

Your practice PPG are currently recruiting for new members. The PPG meet with the Practice Manager 4 times a year and collaboratively work together to discuss issues and focus on tasks to improve the wider patient experience. Joining the PPG is a great way to be involved in changes happening at your practice and be an influential voice. If you're interested, please email [uvsppgsecretary@gmail.com](mailto:uvsppgsecretary@gmail.com) and they will be in touch with more info!

**MEASLES. WHAT YOU NEED TO KNOW AND HOW TO PREVENT**

Symptoms: rash AND high temperature  
WITH cough OR conjunctivitis OR runny nose



How it is spread: Through coughing or sneezing. It is highly contagious!

Protection: Receive x2 MMR vaccine via your GP practice. All children are offered this as part of their childhood immunisations.

**DO NOT PRESENT AT THE PRACTICE IF YOU SUSPECT YOU OR YOUR CHILD HAS MEASLES. PLEASE CALL THE PRACTICE AND YOU WILL BE ADVISED OF NEXT STEPS BY A CLINICIAN.**

**DON'T DELAY.... TAKE CONTROL OF YOUR HEALTH.**

If you receive an invitation for cervical smear, abdominal aorta, breast or bowel screening, don't ignore it! This vital screening could help to save your life by detecting any issues early.

**VISIT OUR WEBSITE FOR UPDATES**

Our website underwent a makeover last year and is now easier to use and navigate. Our website is updated with practice news in between these newsletter editions.

Please visit:

[www.uptonvillagesurgery.co.uk](http://www.uptonvillagesurgery.co.uk)



**USEFUL CONTACT NUMBERS**



Referred for a hospital appointment but haven't heard about a date? Call the Appointments Line at the Countess of Chester Hospital  
Tel – 01244 366663

CWP Mental Health Crisis Line is available 24 hours a day, 7 days a week for anyone needing urgent support  
Tel – 0800 145 6485

**Self-referral pathways to manage your health**

Did you know you can self-refer to receive support for mental health, stop smoking, weight management and physiotherapy?

**Stop Smoking**

Call 03007770033 to self-refer for help to stop smoking via Cheshire Change Hub

**Mental Health**

Self-refer for talking therapy through your local Primary Care Mental Health Team by going to [www.talkingtherapies.cwp.nhs.uk](http://www.talkingtherapies.cwp.nhs.uk)  
Age 16+

**Physiotherapy**

Contact our reception team to book an appointment with our physiotherapist's. Appointments available Thursdays + Fridays.

**Weight Loss Support**

NHS weight loss plan is available as an app to download via App Store.

Health & Lifestyle Essentials 12 week Course at COCH, for BMI 40+.

Call 01244 366581

**Follow us on Facebook for regular updates**



Upton Village Surgery

### **PATIENT ACCESS OR NHS APP?**

Both Patient Access and the NHS App offer great features such as:

- ✔ Order repeat prescriptions, manage appointments, book appointments\* & medical record viewer

Since having to use it to access our COVID passes, the NHS App has sky rocked in popularity over recent years! The app has continued to be developed and now offers all the above as well as easy access to NHS health advice. Patient Access was around long before the NHS App and GP practices up and down the country have been offering this to their patients for a while.

It is entirely down to your own preference which one you would prefer to use.

#### ***How to register:***

***To register for Patient Access, please present to the practice with 2 forms of id – photo ID and proof of address. The practice will then provide you with registration details.***

***To register for NHS App, download the app via your app store. No details are required from your GP practice.***

\*blood test appointments are currently bookable via your chosen app. The practice will be rolling out more appointment booking options in due course.

### **MEDICAL RECORD VIEWER**

NHS England announced as part of their “NHS long term plan” that by 31<sup>st</sup> October 2023, all patients will have access to see their health entries via the NHS app. This was extended to November and we released medical record access to our patients on the **29<sup>th</sup> November 2023**.

If you have Patient Access or NHS app, you will be able to see entries into your medical record from 29<sup>th</sup> November 2023 onwards. This includes clinical letters received, brief consultation information, test results and observations. Information is only available via the app (s) for information added **after** the 29<sup>th</sup> November 2023.

Please contact Patient Services team if you require access to information from before this date.

**Keep your eyes peeled for upcoming training dates that we will be hosting to help you get online. We will post dates for drop in sessions via our website, social media and in the waiting area soon!**

### **Staff Development / Training Dates for 2024**

Please be aware that the **practice is closed from 1pm until the next working day on the below dates** due to staff development /training. If you require urgent assistance during this time, please call 111 or 999 if an emergency.

**~Tuesday 19<sup>th</sup> March ~ Tuesday 9<sup>th</sup> April ~ Wednesday 15<sup>th</sup> May ~ Tuesday 4<sup>th</sup> June ~ Wednesday 17<sup>th</sup> July ~**