

## Welcome to the latest edition of the Practice Newsletter.

Our team has been hard at work over recent months, running vaccination clinics to protect our patients against Flu, COVID, and RSV. We've also made some exciting changes to the practice that some of you may have already noticed—keep reading to learn more about these updates.

We've been dedicated to meeting the high demand for appointments, ensuring everyone is seen as quickly as possible, whether it's for a GP visit or a routine blood test.

As this is our final newsletter of the year, the entire team at Upton Village Surgery wishes you and your families a wonderful Christmas and New Year!

This survey asks "How was your experience of the practice?" →

### Friends and Family Results October

Very good	253
Good	17
Neither	5
Poor	1

### Men's Health Awareness Month

Some of you may know November to also be the month of Movember—a leading charity changing the face of men's health. Please visit <https://uk.movember.com> for more information on the work they do, how you can get involved and information on men's health to look out for. We are here to help. Please call the practice if you need someone to talk to about your physical or mental health\*.

*\*This also applies to all patients, regardless of age or gender!*



### Park Run

We are proud to be a **Park Run practice**. For those who don't know, Park Run is a 5k distance event that takes place from the Countess Park, every Saturday at 9am. You can walk, jog or run round the 5k course. It's a great event to meet new people and build/improve your fitness levels. There are many programmes out there including the NHS Couch to 5k App which help you go from not running at all to being able to run a 5k (there is no pressure to run at the Park Run though, many do walk). Visit [www.parkrun.org.uk/chester/](http://www.parkrun.org.uk/chester/) for more information.

### Practice Opening Times

Our friendly receptionists are ready to assist you with incoming calls from 8am to 6:30pm, Monday to Friday. The reception area is open from 8:15am to 6:30pm.

As we approach winter, if you require an on-the-day appointment, please call the practice rather than coming down to the surgery. This is the quickest and most effective way to request an appointment.

**1664** COVID **1475** FLU **118** RSV

*Vaccinations have been given by our clinical team to eligible patients since September 2024. WOW!*

Our team work extra hard this time of year and come in on weekends to ensure we can get everyone vaccinated as quickly as possible. We are so proud of our team and the amazing work and effort they put in for our patients.

*Figures correct as of November 2024 but will increase as clinics are ongoing.*



# Practice Improvements

We are thrilled to announce the completion of two practice improvement projects!

## New Clinical Room

We have converted a storage room and admin office into a brand new clinical room!

We have a big team here at the practice including GPs, nurses, HCA, Pharmacists, Physiotherapists and more!

This additional clinical room allows us to keep expanding and offer more appointments and new services to our patients.

We are delighted to have created an additional clinical room that all our clinicians can use to see patients.



## Automatic Doors

It is really important to us that we make improvements that are actually going to benefit our patients and visitors and to create a welcoming and inclusive environment for all. We were very aware that our old wooden entrance doors were heavy and could make things difficult for some of our patients and visitors when closed.

We have installed automatic doors at the entrance of our practice to ensure accessibility for all patients and visitors. Additionally, we have upgraded the door separating the waiting area from the consulting corridor to be automatic, making it easily accessible for everyone, including those using mobility aids such as wheelchairs, prams, or walking aids.

**Watch this space for future improvements!**



*Special thanks to the teams at Property Pac for the room conversion + Excel Doors for our automatic doors.*

# Physiotherapy appointments available!

Did you know we have two in-house physiotherapists? We have physiotherapy appointments available on a Monday morning and Thursday all day. The best part is—you can book directly in with them! Please speak to reception if you would like to book an appointment with one of our physiotherapists. Direct booking is for 16+ only. Please consult with a GP first if you are under 16 and are experiencing musculoskeletal related issues.

- PROBLEMS TREATED:**
- Muscle, back or joint pains and aches including:
  - Neck and back
  - Knee pain or swelling
  - Foot and ankle
  - Hand and thumb
  - Hip pain
  - Shoulder and elbow



www.startingwell.org.uk





11 - 19 years old?  
One text can make a difference...  
**07312 263260**



www.startingwell.org.uk/chathealth

**Chester & Rural Duty Team**  
Our duty team is available:  
Monday to Friday  
9.00am - 5.00pm  
**01244 397412**  
Please do not hesitate to contact us if you need advice and support.  
www.startingwell.org.uk/contacts

**We can discuss anything e.g.**  
Exam Stress Self Harm Physical Health Emotional Health LGBTQ+ Changing Schools  
Family Worries Low Mood Growing Up Worries Diet and Exercise Healthy Relationships  
College Life Anxiety Body Image / Body Confidence Social Media Bullying Immunisations

We do not usually inform your parents, teachers or anyone else if you contact the school nurse. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact a member of school staff or your doctor. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (texts does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). Prevent the school nurse from sending messages to you by texting STOP to our number. Please respect your school's mobile phone policy. Messages are charged at your usual rate.

**MENTAL HEALTH SUPPORT**

Chat Health is available for 11-19 years old to discuss a variety of issues with a professional. You can also contact the practice or view more information on mental health services that are available for adult and children via our website:

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

# NHS APP DROP IN SUPPORT

We are offering free NHS App parents support to help you get online and access the features of the NHS App, including being able to: book and manage appointments, order repeat prescriptions, view your medical records and symptom checker.

**WHEN: TUESDAY 3RD DECEMBER**  
**TIME: 10—12 AM**  
**LOCATION: UPTON VILLAGE SURGERY**

No booking required, please just turn up if you'd like help!



## CHRISTMAS & NEW YEAR OPENING TIMES

MON	TUE	WED	THU	FRI
<b>DECEMBER/JANUARY</b>				
<b>2Dec OPEN</b>	<b>3 OPEN</b>	<b>4 OPEN</b>	<b>5 OPEN</b>	<b>6 OPEN</b>
<b>9 OPEN</b>	<b>10 OPEN</b>	<b>11 OPEN</b>	<b>12 OPEN</b>	<b>13 OPEN</b>
<b>16 OPEN</b>	<b>17 OPEN</b>	<b>18 OPEN</b>	<b>19 OPEN</b>	<b>20 OPEN</b>
<b>23 OPEN</b>	<b>24 OPEN</b>	<b>25 CLOSED</b>	<b>26 CLOSED</b>	<b>27 OPEN</b>
<b>30 OPEN</b>	<b>31 OPEN</b>	<b>1 Jan CLOSED</b>	<b>2 OPEN</b>	<b>3 OPEN</b>





**ON ALL DATES LABELLED AS OPEN, OUR HOURS WILL BE 8:00AM — 6:30PM.**

**Please call 111 for support during times we are closed or 999 if an emergency.**