

PRACTICE NEWSLETTER

Published April 2025



Upton Village Surgery

 01244 382238

 www.uptonvillagesurgery.co.uk

 Upton Village Surgery

Welcome to the Spring edition of our Practice Newsletter. When this is published, we will be underway with our Spring COVID booster vaccination campaign which began on the 1st April 2025. We have had some internal changes and are working hard to continue to make positive improvements to the practice. We have something exciting in the pipeline coming for Summer 2025 which will change the way you are able to book appointments and beat the 8am rush on the phone! More info to be announced on this soon—keep your eye out on our website and Facebook!



COVID-19 Spring Vaccination Campaign

Invites have been sent out to all eligible patients to book an appointment in one of our vaccination clinics. We will also be visiting our housebound patients to administer the vaccine to our vulnerable patients in the community.

If you are eligible and haven't yet received an invite to book an appointment, please give the practice a call.

Eligibility for COVID-19 Spring Booster:

- ◇ *Adults aged 75 years and over, or those who turn 75 by 17.06.2025*
- ◇ *Individuals aged 6 months and over who are immunosuppressed*

NHS App Drop In Support

Hosted by your PPG members, support will be available on the below date to help you get online and manage your health via the NHS App. With the NHS App, you can book/manage appointments, view your medical records and order repeat prescriptions. If you're not yet signed up, please download the 'NHS App' or if you require support to get started, come along to our drop-in session below!

THURSDAY 10TH APRIL 4-6PM

AT UPTON VILLAGE SURGERY

You must have a device that can access the internet such as smartphone, laptop, tablet or computer in order to sign up and access the app.



STAFF SPOTLIGHT


A massive congratulations to Karen Edwards who has recently graduated as a Nurse Associate (NA). Many of you may recognise Karen who has been a health-care assistant on our team for a number of years. For the past 2 years, she has been completing a University Degree to upskill to become a qualified Nurse Associate. She will now transition into her new role as Nurse Associate within the practice. We are very fortunate to have such a hard working and dedicated staff member on our team.

We are also currently hiring for a Practice Nurse. If you are attending for a practice nurse appointment, you might see some new faces whilst we use locum cover to fill in any gaps. We only use reputable and trusted locum companies. All Locum Nurses we use at the practice are trained to the skill-set we require and are fully accredited. We hope to have a new nurse in post in the coming months and look forward to announcing this in our next newsletter.

Friends and Family Results

Very good	615
Good	46
Neither	12
Poor	2

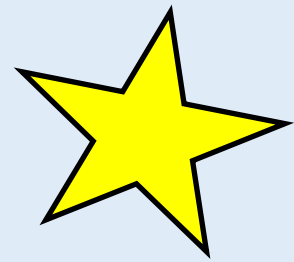
This survey asks "How was your experience of the practice?" → Results from 11/2024—02/2025

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Our recent wins!



- Allocated extra GP appointment capacity during winter to help ease pressures
- Our nursing team vaccinated 292 patients for the RSV campaign
- Hosted x2 sets of Medical Students for 4 week blocks
- Improved seating in reception (following your feedback) to include chairs with and without arms
- Automatic doors installed for entrance to the practice
- All clinical rooms are undergoing a makeover as well as in our internal spaces for non-clinical staff (they deserve it too!)
- We now host x2 physiotherapy clinics per week in practice

Appointment Availability

In just two months (January & February 2025), we had **95 appointments** that were not attended with our clinical team.

We appreciate things can crop up last minute but not cancelling an appointment that you will not be attending has a major impact on our availability. There is not a day that goes by where our clinics are not fully booked.

Please ensure you cancel any appointment you no longer require so it can be offered to another patient and we can fully utilise all of our availability.

APPOINTMENT
BREAKDOWN

Additional appointments we would have had available if we were informed you wanted to cancel / were not attending

Clinician	Apts Missed	Length of appt	Clinical appt time lost
GP	20	15 mins	300 mins
ANP	5	15 mins	75 mins
Practice Nurse	31	10 mins	310 mins
Health Care Assistant	33	10 mins	330 mins
Physiotherapist	4	20 mins	80 mins
Pharmacist	2	15 mins	30 mins

**Nurse/HCA appointments can vary between 10–30 minutes. Calculation done based on 10 minute appointment but its entirely likely that clinical time lost is much higher.*

Online Consulting

Did you know we offer an online consultation service? This can be used to submit your symptoms for review or for administrative requests.

Please go to our website www.uptonvillagesurgery.co.uk to access this. You'll also find plenty of other helpful information on our practice website. Check it out if you haven't recently!



Physiotherapy Appointments

We have x2 physiotherapists in practice—Carolyn on Monday morning and Muhammed on Thursday. Our physiotherapists can also refer onwards for x-rays or secondary care, if required.

Our physiotherapists can see you for all sorts of aches and pains relating to knee, hip, back, neck and so on without the need for you to see a GP first. Please contact our reception team to book an appointment.

Care Co-Ordinator

As part of our team, Dawn Tunstall, has a key role as our Care Co-Ordinator. Dawn helps to ensure patients make the right connections, with the right teams at the right time. She has a wide range of knowledge about services and support available for those who may need additional support, whether that be with carers or employment. Our Care Co-Ordinator, Dawn, is effective in bringing together multidisciplinary teams to support people's complex health and care needs, particularly those with long-term conditions and people living with or at risk of frailty.

If you would benefit from support from our Care Co-Ordinator, please do not hesitate to get in touch.



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Did you know..

Your local pharmacy can help too!



Your local pharmacist can help with minor health problems such as aches and pains, allergies, sore throats and colds, stomach problems and skin conditions.

Under the '**Pharmacy First**' scheme, our receptionists can also refer you to be seen and treated by a Pharmacist for the following conditions. By being referred by our reception team, you'll beat the queue and be seen the same day.

Condition Treated	Age range treated
Ear Infection	For 1—17 years old
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Urinary tract infection	Women aged 16—64 years old

Your local participating pharmacies where you can attend for consultation and treatment:

- ⇒ Well, Fountains
- ⇒ Vicars Cross Pharmacy
- ⇒ Swettenham Chemist
- ⇒ Boots, Foregate Street

Patient Participation Group

Recruiting new members now!

The Upton Village Surgery Patient Participation Group consists of volunteer patients and GP Practice Staff who meet regularly to maximise the opportunity for positive change in the local health service and to develop a more important patient community.

The aim is to: encourage a collaborative forum, provide a patient perspective to the practice, help support the practice with projects and to encourage patients to influence their local healthcare services.

The PPG currently meet three times a year for 2 hour meetings.

Interested? - Visit our website for further information via the 'Patient Participation Group' page or email your interest to:

uvsppgsecretary@gmail.com



This email is not to be used for use other than expressing interest. Any clinical or admin enquiries will NOT be responded too.

Requests for GP letters

If you request a letter from the GP, please note that these can take up to 10 working days for completion and also carry a charge. GP letters are not NHS contracted work and therefore a fee is applied. To see our fees list, please visit our website.

All private services will be invoiced for prior to the work being completed.

Advance notice of work outside practice

At the start of May, work will begin on the grass patch opposite the main entrance ramp to install a path/bin storage. This area will be fenced off for the duration of the works. We expect there to be minimal disruption to patients entering the practice and attending for appointments. We anticipate the work to take up to 5 days. Updates will be shared via our website and social media when the work begins.

Thank you for your patience during this time.

2025 is going to be an exciting year. Here is a preview of what is coming up that you should look out for:

- ◆ Your Patient Participation Group (PPG) will be sending out a patient survey to get your feedback. This will help guide the practice and the PPG to work collaboratively together to achieve the changes you want to see.
- ◆ We will be upgrading our internal systems to make it even easier for you to get access to appointments or advice from a clinician. No more 8am rush to get through on the phone! More information coming soon....
- ◆ Internal and external improvements

USEFUL APPS FOR YOU



Feel unsteady when standing or walking?



Have you tripped over before?



Worry about losing your balance?

Use our website to help you stay active & independent

STEADY ON YOUR FEET
Cheshire

- Complete a guided self-assessment
- Download a personalised action plan
- Discover exercise ideas & local services
- Read about home hazards & safety



scan the QR code, or visit:
www.steadyonyourfeet.org/cheshire








NHS Talking Therapies

You can refer yourself or talk to your GP

nhs.uk/talk




Weight loss



Couch to 5K



Free apps to help with your health

Active 10



Drink free days



Quit smoking






Download Our App

Download our free App for information on women's, maternity and baby's health

Download Now on Apple and Android






Early Help Navigator Service

We know life isn't always easy – sometimes you don't know where to go for help, you might need a bit of advice or support, or simply a friendly face to talk to about something that's bothering you or your family.

Early Help Navigators are here to help you.

- Provide help support and advice with family life
- Be a listening ear
- Signpost you to local and national support
- Help you complete forms
- Attend GP appointments with your family
- Provide food and baby bank referrals

Or pop in to:

- Blacon Children's Centre, Chester, CH1 5DB
- Chester Victoria Children's Centre, Chester, CH1 4BR
- Victoria Road Children's Centre, Northwich, CW9 5UT
- Over Children's Centre, Winsford, CW7 1LX
- Stantaw Abbey Children's Centre, Ellesmere Port, CH65 9HE
- Portside Children's Centre, Ellesmere Port, CH65 2BY

Community Drop Ins:

Monday: Blacon Children's Centre 9:00-16:00
Hoole Community Centre 9:00-12:00

Tuesday: Baby Buddies (Blacon Beacon) 10-11:45
Rhyme Time (Blacon Library) 10-11
The Bread and Butter Thing 12:30-13:30

Thursday: Blacon Beacon 10:00-13:00

Visit: www.startingwell.org.uk/centre-timetables





Please scan this QR code to book an appointment with Amber and Zuzana
Early Help Navigators for Chester

Debunk more myths.
alcoholchange.org.uk