



Welcome to the Spring edition of the Upton Village Surgery Practice Newsletter.

We have packed this newsletter full of important and useful practice information and services. We have made some exciting changes that we want to inform you about including the introduction of our digital platform (PACO) that you can use to submit a request for a routine appointment via our practice website. We are confident this will improve your experience of accessing appointments—more about this on page 2!

We are busy getting vaccinations ordered and clinics sorted ready to invite eligible patients from the start of April for the Spring Covid19 Booster. We are also getting prepared to start offering Mirena coil fitting and removal appointments from May. We are excited to be able to offer this to our female patients in addition to already offering implant fitting/removal appointments.

We will also be looking to start a campaign for gathering email addresses. This links in to why it may be the first time that some of you are reading our Practice Newsletter via email. We want to ensure we are communicating with our patients and have decided to 'send to all' for patients we have an email address for so you receive the latest practice news directly. We will be reaching out to patients we don't have an email address for.

Our intention is for routine correspondence including practice newsletters, campaign invites or relevant information about new services to be emailed to patients. We won't be spamming you with emails but we would like to keep you informed. We hope this change in the way we communicate with our patients to share practice news and service information will be a welcomed one.

And finally, we would like to share that following a successful recruitment campaign, we welcome Erin Byrne to the practice. Erin is a very experienced, knowledgeable and friendly practice nurse who makes a brilliant addition to our team. You can find out more information about our current team on page 3.

### **IMPORTANT VACCINATION UPDATES**

- ⇒ From January 2026, under 6's will be offered MMRV (instead of MMR) which now includes chickenpox protection. The MMRV will be part of the routine childhood vaccination schedule and will require 2 doses, with the first dose recommended at the 12 month appointment and second dose at the *new* 18 month appointment. Older children will receive a second dose at around 3 years, 4 months. Children will be invited when due for childhood vaccinations.
- ⇒ Adults aged 75-79 and pregnant women from 28 weeks, are eligible to receive the RSV vaccine. This helps protect against respiratory syncytial virus. We will contact eligible patients but you are also welcome to contact us if you have not yet heard.
- ⇒ We will be offering the COVID Spring Booster to eligible patients. This includes adults aged 75 and over and individuals aged between 6 months —74 with a weakened immune system or immunocompromised. If you are eligible, rest assured we will contact you in March/April to invite you to receive your vaccination at the practice.

**5 minutes of your time,  
for 5 years peace of mind**

**Cervical Screening**

*Call to book or schedule via our Digital Front Door.*

### **Friends and Family Results**

<b>Very good</b>	<b>496</b>
<b>Good</b>	<b>45</b>
<b>Neither</b>	<b>4</b>
<b>Poor</b>	<b>7</b>

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

Results from September—December 2025

# DIGITAL FRONT DOOR (PACO)

On Monday 29th September 2025, we launched our Digital Front Door. Our Digital Front Door is available via our practice website and allows you to submit a request for a routine appointment, book appointments, change your details and submit referral enquiries. This service is available to use during our opening hours, Monday to Friday (excluding bank holidays).

We understand that calling at 8am for a routine appointment can be frustrating. With our Digital Front Door, you can complete a triage request form at **your convenience** which will be triaged by a GP within 24 hours. If an appointment is required, we will send you a link with our availability for the next few weeks for you to book an appointment.

Haven't used it yet?

Go to [www.uptonvillagesurgery.co.uk](http://www.uptonvillagesurgery.co.uk) and click this banner. →

Welcome to Upton Village Surgery



Online Patient Access  
from PACO<sup>GP</sup>

Enter the Digital Front Door

In the first 3 months of launch (29th Sept—31st December)

**2137 patients** have used either our Digital Front Door services or responded to a booking link / health form invite via SMS

We have **processed 2427 forms** in total.

**1680 forms** requesting an appointment have been triaged by a GP

Out of these 1680 forms: patients were sent either an appointment booking link, called to book, sent for investigations or sent a text response with advice.

The remaining forms processed were administrative such as referral enquiries, sick note requests, requests for GP letters, all of which you can also do via the Digital Front Door.

*Previously you could only book an appointment on the day or directly two weeks ahead.*

***NOW**—When you use our Digital Front Door services, face to face routine Doctor and Advanced Nurse Prescriber appointments are available for you to book any time within 1—4 weeks, making it more convenient for you to choose a suitable date.*

## Update on how to schedule an appointment:

- **For urgent, same day appointment requests:**

To request a same day appointment for an urgent issue, please phone the practice from 8am on 01244 382238

- **For routine issues/pre-bookable appointment requests with a Doctor or Advanced Nurse Prescriber:**

If you have access to the internet and are able to, please go to our website and submit a health form for routine, new or ongoing issues. You will receive a response from the practice within 24 hours with either a booking link to schedule a face to face or telephone appointment within the next 1—4 weeks, advice or a phone call (if appropriate).

*For any patients unable to do so, please continue to call the practice and our receptionists will complete on your behalf.*

- **All other clinicians (including practice nurse, healthcare assistant, physiotherapy, pharmacist)**

If you are looking to schedule an appointment that isn't for the same day, please phone the practice after 9am. Alternatively, you can also use our Digital Front Door to directly book a blood test, cervical smear or physiotherapy. We plan to continue growing the services available via the Digital Front Door.

You will receive SMS messages from the practice containing a booking link to schedule follow up or recall appointments. Please use the link if able. Alternatively, you can still call.

## Hospital Waiting Times

If you have been referred to Secondary Care (ie—Countess of Chester Hospital), you can view an estimate of current departmental waiting times by going to: [Home - My Planned Care NHS](http://www.myplannedcare.nhs.uk) (www.myplannedcare.nhs.uk).

We refer to the Countess of Chester Hospital for most departments as it is the closest hospital. However, if you would like to be referred to a different hospital, please get in touch with our Practice Secretary who can arrange this.

## NOTIFICATIONS ON!



If you have the NHS App installed on your phone, please ensure notifications for the app are turned on. You can do this via the settings on your phone.

Messages from the practice will be delivered to the NHS App if you are registered. If not, it will default to sending via SMS as usual.

Need help with ensuring your notifications are on or registering for the NHS APP?

### DROP IN SUPPORT IS AVAILABLE!

Your Patient Participation Group (PPG) are hosting drop in support sessions to offer you support with how to use our new Digital Front Door Services, how to register for the NHS App and how to use its features. If you would like to know how to use our online services, your PPG welcome you to drop-in to the practice between 10—12 to access support on:

- ⇒ **Thursday 11th June 2026**
- ⇒ **Thursday 10th September 2026**

**1218 patients** attended for their scheduled face to face appointment in January.

**Unfortunately, 64 patients failed to attend their appointment and did not respond to the reminder text or call the practice to cancel.**

We have recently introduced the Digital Front Door (PACO) for the benefit of our patients, making it easier for you to request and schedule your own appointments via booking links.

Please do not take advantage of this new service we have introduced. It is very important you cancel any appointments that you no longer require. You can cancel any appointment either by:

- ⇒ If booked via booking link, click the link in your confirmation message (received upon booking the appointment), or the link in the appointment reminder sent to you 24 hours before the appointment
- ⇒ Phone the practice on 01244 382238

Thank you for ensuring you are being fair to others and cancelling appointments that you no longer need.

### Working days for the GP and Prescribing Nurse:

Name	Role	Additional clinics:	Monday	Tuesday	Wednesday	Thursday	Friday
DR DAVID INCHLEY	Male GP	Skin lesions / minor operations	✓	✓		✓	✓
DR DAVID SILLITOE	Male GP	Implant fitting and removal	✓	✓	✓		✓
DR ANDREW HENTON	Male GP	Skin lesions/minor operations	✓		✓	✓	✓
DR ASHLEIGH MILNER	Female GP	Gynaecology / coil fittings and removal			✓	✓	✓
DR JESSICA BELL	Female GP	Gynaecology		✓	✓		
Dr HAWYS EVANS	Female GP Registrar		✓	✓		✓	✓
HANNAH DAVIES	Female Advanced Clinical Practitioner	Lead Practice Nurse Tues—Fri	✓	✓	✓		✓

The rest of our clinical team is made up of 1 Practice Nurse (alongside Lead Nurse Hannah), 1 Nurse Associate, 1 Health Care Assistant, 2 Clinical Pharmacists, 2 Physiotherapists, 1 Mental Health Practitioner, 1 Social Prescriber and 1 Care Co-Ordinator. We are fortunate to have a well skilled team of varying roles to be able to offer our patients the best care possible.



01244 382238



www.uptonvillagesurgery.co.uk



Upton Village Surgery

# SURVEY RESULTS

RATED 4 STARS AND ABOVE!

Thank you to the 8% of patients that responded to the SMS survey that was sent in October. We listen to your feedback and continually strive to make reasonable improvements to the practice and the services we offer to you. We are thrilled that:

- ◆ More than 80% of the patients who replied to the survey said they had an appointment within 48 hours of contacting the surgery!
- ◆ When contacting the practice by phone, over 80% were satisfied with the outcome of the call.
- ◆ 82% rated the service you received at the practice as 4 stars and above

**With support from your Patient Participation Group (PPG), we will be:**

- \* *Hosting drop-in sessions to help patients use digital services such as the Digital Front Door and NHS App*
- \* *Focusing on improving communication about practice updates and services available*
- \* *Making changes to the reception waiting area—layout, acoustics and privacy*



The Patient Participation Group (PPG) are always looking for more volunteer patients to join the group. The PPG meet with the practice every 3-4 months to discuss services offered and explore ways to improve patient access and practice operations. Being a member of the PPG provides a key patient perspective to the practice.

PPG meetings are typically held on Thursdays, 3pm until 5pm.

If you would like to hear more or are interested in signing up,

*please head to our website homepage and scroll down to where you will see "Patient Participation Group".*

## SELF-REFERRAL SERVICES

### FALLS PREVENTION

Feel unsteady when walking or standing? Worried about losing your balance? Have you tripped over before?

Visit [www.steadyonyourfeet.org/cheshire](http://www.steadyonyourfeet.org/cheshire)

To receive a FREE action plan, exercise ideas and local service information.

### STOP SMOKING SUPPORT

Get the support you need to stop smoking and improve your health with a tailored programme to meet your specific needs with expert guidance and personalised support.

Visit [www.brioleisure.org](http://www.brioleisure.org) and select "wellbeing" and "smoking cessation" to complete the self-referral form.

### PRIMARY EYECARE SERVICE

Did you know that if you have an eye problem such as sore eyes, red eyes, visual disturbances (including flashers/floaters), vision loss or minor eye injuries, that you can be assessed and receive NHS funded eye care directly by your local opticians? To see participating optician's for you to get in touch with directly, visit

[www.primaryeyecare.co.uk](http://www.primaryeyecare.co.uk) and click "find a practice" and enter your postcode to view participating opticians in and around Chester.

**Social Prescribing Day 26<sup>TH</sup> MARCH '26**

**WHAT IS SOCIAL PRESCRIBING?**  
Many things that affect our health cannot be treated by doctors or medicine alone, like loneliness, isolation or stress due to problems with debt or housing. Social prescribing connects people to non-medical support to address these issues and other unmet needs.

**Join our Social Prescriber Louise on Thursday 26<sup>th</sup> March, for a gentle walk and find out how Social Prescribing may be able to help you**

Every Thursday  
10am  
Lime Wood Fields, opposite Coniston Road and the Kingsway shops, Newton

We meet at the benches by the play park in Lime Wood Fields and walk for around 45 to 60 minutes and finish with a refreshment at King's Way Cafe.

To register your interest or find out more contact: Suzannah at [healthranger@cheshirewest.gov.uk](mailto:healthranger@cheshirewest.gov.uk) or 07872464989.