



VSG PPG

Village Surgeries Patient Participation Group



TATTENHALL & FARNDON NEWSLETTER MARCH 2023 ISSUE 19 email – vsg.ppg@nhs.net

13th – 31st MARCH 2023 – LAUNCH OF THE PPG PATIENT SURVEY

Some of you may remember that one of the first things that we did as a newly formed PPG back in 2018 was to survey your views, thereby ensuring that as a PPG we were focusing on your concerns and priorities. We got some great feedback at that time and were able, with the support of the Practice, to make some changes, which included improvements to the appointment system, standardising the way patients are received in both Farndon and in Tattenhall, as well as improving the privacy and décor of the Farndon surgery.

We had planned to repeat this survey in 2020..... but we all know what happened then! However, post pandemic and with an increase in our patient population, we feel the time is now right to re-run the survey and to assess your current perceptions and concerns. Thus, we will run the survey in March 2023 and we hope as many of you as possible will take part.

The survey is anonymous and should not take long to complete (5 - 10 minutes). It will be available electronically and in hard copy from the surgeries, local chemists and post offices, for those that are unable to complete the survey online. We will be comparing the results against the previous survey, 5 years ago. We thank you in advance for your support.

Survey Link: <https://forms.office.com/e/euW7DFhLQ8>



HM Government

Life Saving poo

NHS

The bowel cancer screening kit can save your life

Just a tiny sample detects signs of cancer before you notice anything wrong.

If you're sent a kit, put it by the loo. Don't put it off.

nhs.uk/bowel-screening



Supported by

CANCER RESEARCH UK

Screening saves lives

Help us help you

HM Government



Fancy a chat?

Know someone who needs lifting out of loneliness? There are some simple things you could do that could really help. Like giving them a call or inviting them for a walk. To find out more search "Every Mind Matters".

Lift Someone Out Of Loneliness

Better Health every mind matters



Armed Forces veteran friendly accredited GP practice



We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.



Understanding Children's Coughs

Cough and cold :: Healthier Together (what0-18.nhs.uk)

- Coughs and colds are extremely common in young children.
- Coughing is the body's natural way of clearing infection, most of these are likely to be caused by a virus, which means that antibiotics are of no benefit (and may actually result in side effects such as rash and diarrhoea, as well as increasing the risk of them developing antibiotic resistance).
- Having green snot or a noisy chest does not mean that your child has an infection requiring antibiotics.
- In general, if it is associated with a runny nose, red eyes, ear pain or a wheeze, it is far more likely to be viral.
- Noisy chests are also common in young children with viral infections.
- Coughing can wake a child in the night but does not mean the illness is more severe.



COUGH

Antibiotics don't help in fighting a virus!



Please visit the website for more detailed information and when should you worry.

Is it time for solid food?



How do I wean safely?



For more information please visit Weaning | Start 4 Life (www.nhs.uk)



**PROSTATE
CANCER UK**

Most men with early prostate cancer don't have any signs or symptoms. That's why it's important to know your risk. If you do notice changes in the way you urinate, this is more likely to be a sign of a very common non-cancerous problem called an enlarged prostate, or another health problem. But it's still a good idea to get it checked.

Possible symptoms include:

- difficulty starting to urinate or emptying your bladder
- a weak flow when you urinate
- a feeling that your bladder hasn't emptied properly
- dribbling urine after you finish urinating
- needing to urinate more often than usual, especially at night
- a sudden need to urinate – you may sometimes leak urine before you get to the toilet

Men with early prostate cancer will often have no symptoms because of the way the cancer grows. You'll usually only get early symptoms if the cancer grows near the tube you urinate through (the urethra) and presses against it, changing the way you urinate (wee). But because prostate cancer usually starts to grow in a different part (usually the outer part) of the prostate, early prostate cancer doesn't often press on the urethra and cause symptoms.

If prostate cancer breaks out of the prostate (locally advanced prostate cancer) or spreads to other parts of the body (advanced prostate cancer), it can cause other symptoms, including:

- back pain, hip pain or pelvis pain
- problems getting or keeping an erection
- blood in the urine or semen
- unexplained weight loss

These symptoms can all be caused by other health problems. But it's still a good idea to tell your GP about any symptoms so they can find out what's causing them and make sure you get the right treatment, if you need it.



Wildflower Project Tattenhall Surgery

Spring is definitely in the air, with our planted bulbs, daffodils, and snowdrops making an appearance.

Feel free to sit on our 'Happy To Chat' Bench to enjoy a little bit of nature and the colours of spring!

This is an ongoing project and we kindly ask pet-owners to keep their pets off the planted area as it matures and thrives.

Thank you for your understanding! 😊

DO YOU HAVE A MOBILE PHONE SIGNAL?

When you call the Practice can you please ensure you have a strong mobile phone signal. We'd love to help you when you call but recently we have been experiencing some difficulties with poor signals and we've been unable to hear you 😞



What is domestic violence and abuse?

Domestic violence or abuse can be physical, sexual or emotional. This can include financial and economic abuse, and coercive and controlling behaviour. This can happen to men and women and can affect the whole family. Children are affected by seeing or hearing it as well as suffering abuse themselves.

Has your partner or family member:

- ❖ Called you names and made you feel bad about yourself?
- ❖ Made you afraid by threatening you or your children?
- ❖ Behaved violently towards you?
- ❖ Stopped you seeing your friends or family?
- ❖ Kept you without money?
- ❖ Caused you to fear for your safety?
- ❖ Followed or texted you constantly?

For non emergency police matters telephone 101.

You can also contact our Domestic Abuse Intervention and Prevention Service on 0300 123 7047 option 2 (during office hours) or the national 24 hour domestic abuse helpline on 0808 2000 247.

If you have concerns about a child's welfare or feel they may be being abused or neglected call the Integrated Access and Referral Team (i-ART) for help and advice. Telephone: 0300 123 7047

The team can be contacted 8.30am to 5pm from Monday to Thursday and 8.30am - 4.30pm on a Friday.



...and start a conversation on Domestic Abuse

- ❖ Signs of coercive control:
- ❖ Isolation – controlling who you can speak to, monitoring you online and/or offline, checking up on you, monopolising your time.
- ❖ Pressuring you to do things you don't want to do – making you feel bad and guilt tripping you to do things, policing what you wear.
- ❖ Distancing you from family and friends.
- ❖ Criticising and verbal abuse – undermining you, shouting, unpicking you, accusing you, name calling, putting you down, using information you have shared against you.
- ❖ Gaslighting you – distorting the reality to upend and manipulate you.
- ❖ Threats, charm, rules, regulations and disrespect.

If you or anyone you know is in immediate danger telephone the police on 999.

If it's not safe to speak dial 55 during the call to let the operator know you are in danger.

Better Health
Start for Life

NHS

How can I get ready for labour?



Exercising in pregnancy

[Exercise](#) | [Pregnancy](#) | [Start for Life \(www.nhs.uk\)](#)

Gentle exercise during pregnancy is good (and safe) for you and your baby. Not only does it help you maintain a healthy weight, it also helps prepare your body for labour.

Did you know that 150 minutes of exercise each week has loads of benefits for pregnant mums? It doesn't have to be in one go, even bouts of 10 minutes can make a difference!

Which types of exercise can I do?

- Walking is a great form of exercise. Not only is it free, but you can easily incorporate it into your everyday life. If you didn't exercise before, this is a great way to get you started.
- Running is fine as long as you're experienced. If you are new to running, it's not a good idea to take it up now.
- Prenatal yoga will help you relax and ease body tension with gentle stretching and breathing techniques.
- Aerobics classes (including online classes) created for pregnant women include low-impact exercises.
- Pelvic floor and abdominal exercises are really important in pregnancy. Try to fit them into your daily routine as there are many benefits, including strengthening your muscles and joints.

QUIT
SMOKING

AND
BREATHE



Better Health
LET'S DO THIS

NHS

‘Starting the Day’ with The Village Surgeries Reception Team

As a member of our PPG and, mindful that there has been and continues to be some local concerns in booking appointments at the Surgeries in Tattenhall and Farndon, I recently spent a Thursday work-shadowing session with our Reception Team in Tattenhall to observe ‘first-hand’ the 08.00hrs ‘rush’!

Having set my alarm and then scraped the ice from the car windscreen, I arrived at the Surgery in Tattenhall at 07.55hrs. There was already 1 patient queuing outside the building.

I was warmly greeted by a team of 4 Receptionists (*another 2 Receptionists were on duty at Farndon*). All were seated at computer screens covered in a myriad of colour-coded segments signifying available locations, appointment slots and practitioners. Beside each monitor was a telephone, constantly ringing. Answering the phones was the absolute priority.



This start to a working day is nothing short of a juggling act. By anyone’s standards, it is emotionally and administratively demanding and required multi-tasking at a very high level. It’s also a real pressure in dealing seamlessly with patients who have appeared at the window whilst also dealing with the demands of the telephone and computer systems. Our Reception Team address this complex pattern on our behalf every single morning; ensuring patients are booked with a healthcare professional best suited to their individual needs.

Without doubt, this is where one of the gaps in our knowledge and understanding continues to exist or where we (as patients) have been too slow to accept the changes which have taken place in the NHS. We simply don’t need to see a Doctor for everything!

The Reception Team is a highly skilled group and by understanding ‘the problem today’, they can signpost patients to the appropriate clinician or provider, often resulting in a more timely assessment than needing to see a doctor. They demonstrated patience, reassurance and sensitivity. They offered additional appointments at the Respiratory Hub located at the Countess of Chester Hospital; advised a patient of the Minor Injuries Unit facility, which is available at Whitchurch, and had discussions with patients regarding enhanced access appointments. One patient was asked whether they were struggling and needed the Mental Health Crisis telephone number. To an outsider, it was emotionally draining.



The Reception Team was professional, caring, hugely supportive and demonstrated reassurance, maturity, and sensitivity in dealing with patient needs and requests. There was remarkable camaraderie, each supporting the other in relation to queries and multi-tasking at a very high level. I suspect that no two shifts are ever the same!

What did I learn?

- Our Reception Team are non-medical members of staff and deserve tolerance and courtesy. They are not a barrier in getting to see a doctor, nor should they be viewed as such. They are very knowledgeable.
- The phones never stopped – I lost count after 40 incoming calls! By 08.14hrs, all appointments for the day had been allocated. By 08.19hrs, there had already been 3 patients at the window requesting information.
- That some patients need proxy access to discuss a relative or someone for whom they care – those without the necessary access were urged to pop into the Surgery and complete the necessary forms.
- That not everyone uses Patient Access to make appointments or request repeat prescriptions.
- That we have a full complement of clinicians working in our Practice.
- Signposting, signposting, signposting..... from GPs to ANPs, Nurses, Physios, Social Prescribing, A&E, 111, the list goes on. There is much work to be done in educating patients where help is available.

My thanks to everyone at the Practice – awe and wonder at every turn!

Note: All members of the PPG committee have agreed to their terms of the surgery confidentiality agreements

HEALTHBOX

COMMUNITY WELLBEING SERVICES

Update from Claire Lockerbie our Healthbox Social Prescriber.

Please join us for our Wellbeing Walk on Wednesdays - meet at the park in Tattenhall at 10.15ish. This is a gentle stroll and really accommodates all abilities (even if you want to come for a short slow loop around the park). Everyone's friendly and some of the participants head to Alison's for coffee afterwards.

MONTHLY

BRAIN YOGA TATTENHALL

Come and join in the fun!

From fantastic facts to dingbats, our monthly quiz is a fabulous way to exercise your mind and meet new people. No quiz experience or knowledge is necessary - it's all just a bit of fun!

Everyone is welcome!

Hosted by your local, friendly Social Prescribers, it's **free** to attend.

Tea, coffee and soft drinks can be purchased from The Sportsmans Arms (but there's no obligation).

For more info, or to reserve your place, contact Rachel - rachel@healthboxcic.com (0770631144)



1st
Wednesday of
every month
12-1pm
The Sportsmans
Arms




Cheshire and Wirral
Partnership
NHS Foundation Trust

Are you ok?

WE'RE HERE

Let's talk...

Café 71 crisis café

71-77 St Ann Street, Chester CH1 2NR

01244 393139

10.00am-10.00pm daily


Creativity • Community • Recovery

 @RuralAllianceSocialPrescribing


COMMUNITY WELLBEING SERVICES


Providing NHS services

Social Prescribing can help to support people with the social issues that affect their health and wellbeing, so if anyone is struggling with the cost of living, finances, employment, housing, support for being a carer, low level mental health (including anxiety, low mood and stress), loneliness and isolation, or if they simply want to be connected up to groups in the community, then we will be happy to support them. Please speak to a receptionist at the surgery for more information!

EASTER OPENING HOURS

Please be aware that both surgeries will be **CLOSED** on Friday 7th April and Monday 10th April.

For information and advice regarding what to do when the surgery is closed please visit our website.
<https://www.thevillagesurgeriesgroup.co.uk/when-we-are-closed>

Please **DON'T FORGET** if you have a Repeat Prescription that you will need over the easter period, the last date to request this is Monday 3rd April, to ensure you have it in time.

Thank you! 😊




Save
the Date

Please email vsg.ppg@nhs.net for more information about becoming involved with the VSG Patient Participation Group.

Meeting Dates 6.30pm - Tuesday 14th March 2023 Zoom

Tuesday 18th April 2023 Farndon Memorial Hall

Tuesday 9th May 2023 Zoom

