

# Northgate Medical Centre

## Summer 2024 Newsletter



**patches**  
health

### What is Patches?

Patches is a next-generation online consultation system, it helps you contact your GP practice by completing a form on the internet. It is quicker and easier than using a telephone.

To access you simply need to go to our website and on the homepage, click on the Patches online Icon and this will take you to the form to complete. You can contact your GP in relation to clinical queries such as feeling unwell, new or long-term conditions or for administration queries; sick notes, requests for information e.g. test results/immunisation history or general enquiries.

These queries are for **NON-URGENT** routine requests only, and the practice will respond within 48 working hours.

**PLEASE REMEMBER IF YOU HAVE AN URGENT REQUEST OR QUERY TO CONTACT THE PRACTICE BY TELEPHONE.**

### Prescription Pre-Payment Certificates (PPC) Could Save you Money!



- **3-month PPC - £32.05** – Patients will save money if require more than 3 prescribed items in 3 months.
- **12-month PPC - £114.50** – Patients will save money if require more than 11 prescribed items in 12 months.
- **HRT - annual PPC £19.80** – Patients will save money if require more than 2 prescribed HRT items in 12 months.

**For more information visit the NHS Website!**



Have you got the NHS App?

Simplify your life.  
Download the NHS App



The NHS App gives you a simple and secure way to access a range of NHS services. Simply Download the NHS App on your smartphone or tablet. You can also access the same services in a web browser by logging in through the NHS website. You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England.

#### WHAT YOU CAN DO WITH THE NHS APP

You will need to prove who you are to get full access to the NHS App. With full access you can:

- **Order repeat prescriptions and nominate a pharmacy where you would like to collect them.**
- **Book and manage appointments.**
- **View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results).**
- **Book and manage COVID-19 vaccinations.**
- **Register your organ donation decision.**
- **Choose how the NHS uses your data.**
- **View your NHS number or find out what your NHS number is.**
- **Use NHS 111 online to answer questions and get instant advice or medical help near you.**

#### BEFORE PROVING WHO YOU ARE, YOU CAN USE THE NHS APP TO:

- Search trusted NHS information and advice on hundreds of conditions and treatments.
- Find NHS services near you.

#### YOU CAN FIND FURTHER INFORMATION ON THE FOLLOWING NHS WEBSITE:

[www.nhs.uk/nhs-app/about-the-nhs-app/](http://www.nhs.uk/nhs-app/about-the-nhs-app/)

## Northgate Medical Centre is an Accredited GP Training Practice

### What is a Training Practice?

A **GP Registrar** is a qualified doctor who has chosen a career in general practice and will become a qualified GP through a period of training in hospital and General Practice over a period of 3 years.

We also have **Foundation Doctors**, who prior to becoming a Registrar have graduated from medical school and spend 2 years in Foundation Training. During the second year of foundation training, 4 months is spent in general practice. F2 Doctors remain under clinical supervision (as do all the Doctors in training) but take on increasing responsibility for patient care. They have longer appointment times allocated as they require more time than a qualified GP to manage individual cases, gaining further experience and knowledge within general practice. We appreciate your patience during these appointments.

We also provide placements for 4<sup>th</sup> and 5<sup>th</sup> year **Medical Students** from the University of Liverpool ranging from 4 to 8 weeks.

### GP Trainee Leavers & Starters August 2024

GP Registrars Dr Grace Markham, Dr Mohamed Elhag and Foundation Doctor, Dr Freddie Dewey will be joining the practice in **August 2024**. (see our website for further details)

Dr Ellie Pearce, Dr Natalie Hati-Kakoty and Dr Sophie Spencer will be leaving us, and we wish them all success in their future.

[www.northgatemedicalcentre.nhs.uk](http://www.northgatemedicalcentre.nhs.uk)

## Staff Leavers & New Faces

Sadly, we say goodbye to our lovely receptionist **Ella**, who has only been with us 7 months, leaving due to relocation. She has been an amazing addition to the team and will be missed!

We have two new receptionists joining our team, **Keana** and **Kenzie**, who we are sure will be welcomed warmly by our patients. Please bear with them whilst they are in training.



Department for Work & Pensions Providing NHS services

Cheshire West & Chester Council

### To refer yourself for IPS (Individual Placement Support)

Employment specialists can provide the support you need to find, stay in, or return to a good-quality job where you can thrive. To find out more email: [IPS@cheshirewest.gov.uk](mailto:IPS@cheshirewest.gov.uk) or contact a member of our team Tel: 07783 808 876

[www.cheshirewestandchester.gov.uk/skillsemployment](http://www.cheshirewestandchester.gov.uk/skillsemployment)

Scan to find out more

Employment Directions Cheshire West and Chester

## Served in the Armed Forces?

Be sure to tell your GP! Sharing your military service with your GP helps you get the tailored support you deserve. Don't miss out on the care that's right for you.



## We are an Armed Forces Military Veteran Accredited Practice

As well as giving you care, your GP may suggest you visit specialist mental and physical health services, or armed forces charities.

**Samaritans** freephone **116 123** (24/7) to access confidential emotional support for feelings of distress, despair, or suicidal thoughts.

**Shout** – a crisis text support service for people in the military community who are struggling and need immediate support to get through a crisis. Text CONTACT to **85258**.

**SSAFA Forcesline** telephone Helpline: **0800 7314880** (Monday – Friday 10:30-19:30) For serving personnel, former members of the Armed Forces and their families.

## PHONING THE PRACTICE

Please bear with us and our excellent reception team at busy times. We do offer a call-back service with our new phone system.

Please let our Reception Team know if you cannot make your appointment by phoning **01244 385553** or you can cancel online using NHS App or Patient Access. Thank you!



## Surgery - June 2024

### Statistics

Reception handled **3308** calls.

Completed **2500** prescriptions.

Booked **1110** GP appointments.



## Chester Central Primary Care Network (CCPCN) ARRS Roles

Many people have been referred to our dedicated team who work within the PCN to optimise patient care and provide a range of services to benefit the well-being and everyday lives of our patients.

- Well-being Co-Ordinator – Dave Donlevy (Over 18 only)
  - Physiotherapy – Ayaz Muhammad (Over 17 only)
    - Dietician – Susan Gallagher
- Counsellors – Lorraine Sheilds & team (Over 18 only)
  - Clinical Pharmacists – Abi Francis & Sally Powell
    - Pharmacy Technician – Sally Powell
- Occupational Therapist – Sharane Vaughan (Over 18 only)
  - Health & Well-being Coach – Gracie Pretty

Feel free to enquire about these services with your GP or ask one of our reception team for more information. Referrals can be made easily.

## World Breastfeeding Week

**1<sup>st</sup> August – 7<sup>th</sup> August**

World Breastfeeding Week aims to highlight the huge benefits that breastfeeding can bring to both the health and welfare of babies, as well as a wider push for maternal health, focusing on good nutrition, poverty reduction and food security. Breastfeeding Week aims to raise awareness of the health and wellbeing outcomes of breastfeeding and the importance of supporting mothers to breastfeed for as long as they wish. <https://www.who.int/campaigns/world-breastfeeding->



## Closed for Staff Training

The surgery will be closed for staff training on the following dates. We are CLOSED from 1.00PM to 6.30pm and we will not be reopening until the next morning at 8am (Mon-Fri)

- **Tuesday 3rd September 2024**
- **Wednesday 16th October 2024**
- **Tuesday 5th November 2024**

If you require urgent medical advice during this time, you can ring the surgery number on 01244 385553 and you will be diverted to GP Out of Hours or Ring NHS 111. During a staff training day, all telephone calls will be forwarded to the NHS111 service for triage before being passed to the NHS Western Cheshire GP Out of Hours Service.

**Extended Hours: 0300 123 7740 – Option 3**