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Summer 2024 Edition

Farewell Dr Kelly

You will be missed!

Dr Kelly retired on 31st March 2024. He joined the practice in 1989. In 1997 the practice split into High Street and Weaver Vale Surgery, moving into our current building in Dene Drive in 2006.

Dr Kelly said he has enjoyed his time working in Winsford, *"with the support of my wife Anne and the team at the practice, we have navigated the highs and lows of general practice. We have encouraged and nurtured our current team of GPs, clinicians and nurses, and I am confident that Weaver Vale will continue to provide a caring and high quality GP service for many years to come"*.



Hello & Welcome to.....

Dr Clare Dawson & Dr Dale Burgess

Dr Dawson joined Weaver Vale Surgery on 1st March 2024 with Dr Burgess joining on 1st July 2024. Both GPs bring a wealth of experience and expertise with them and Weaver Vale Surgery will certainly benefit from their knowledge and contribution to the practice. Welcome!



Women's Health Education Evening

What a great evening this was! We hosted an informal Q&A session on Women's Health, presented by Dr Alex Fulton on Friday 21st June 2024. The evening focused on menopause, contraception, cervical screening and breast awareness.

Following the presentation, patients were able to ask questions on symptoms, treatments and share experiences with other patients. Patients then went on to have their height, weight, BP checked by Audrey our HCA, and some who were overdue cervical smears had this done by Nurse Louise on the night. The feedback from the evening was heartwarming and all felt the evening was very worthwhile.

PARKING EYE NOW LIVE!

Wednesday 15th May 2024 was the go live date for parking eye. This means that if you are attending Dene Drive Primary Care Health Centre, that you will be able to park for 1.5 hours free. Anything longer than 1.5 hours you will need to let the receptionist know so we can share your car registration with the Parking Company. If your car registration is not logged and you are parked longer than the agreed 1.5 hours, you will be issued with a parking fine direct by the company. The parking restrictions are in place every day of the week, ie this includes weekend parking.

There may be times when your visit to the surgery has resulted in being assessed by another clinician or being admitted to hospital. If this is the case and your car is left in the car park, please let the reception team know so we can ensure you are not issued with a fine.

We hope that the parking restrictions put in place help to ensure that patients and users of the healthcare centre, are now able to access parking spaces more easily. Can we also remind users of the car park to only use disabled parking spaces if you have a blue badge displayed.

We would also politely advise that the area outside the pharmacy is dedicated parking for emergency ambulances, please do not park in front of the building, there have been occasions where the ambulance has simply blocked cars in or delayed treatment to patients as they are unable to park in their designated parking area.

PLT training dates: The practice will be **closed all afternoon**, from 1pm and will reopen the next morning at 8am. If you have a medical emergency that cannot wait, ring 111 or 999 if emergency.

17th July 2024

3rd September 2024

16th October 2024

5th November 2024

GP Appointments Explained—why does my GP work part time?

Most people work days or contracted hours, GPs work sessions. A morning worked is 1 session; an afternoon worked is 1 session; 8 sessions worked is classed as full time and = 4 days. No results ever sit unchecked in a GPs inbox when the GP isn't in. These are shared across the rest of the GPs to ensure prompt action. We have a mix of GPs who work 2, 3 or 4 day weeks and some also have additional interests outside of the practice. The Partners encourage this to help avoid burnout for our GPs, which ultimately means that you get the best out of them when you need to be seen.

NHS England guidelines state that there should be 70 appointment slots available per 1000 patients — for Weaver Vale this is approximately 560 GP appointment slots per week. Weaver Vale Surgery are fortunate in that we offer an average of 714 GP appointments per week. This is to recognise the complex needs of our patients and to try and ensure we can accommodate your pre book and urgent on the day appointments.

Cloud Based Telephony (CBT) - update

Since the introduction of CBT, we are able to look at our telephone data in much greater detail and thought we would share with you what an average week looks like at Weaver Vale Surgery.

W/C 3rd June 2024:

Total incoming calls:	1228
Total answered:	1133
Unanswered:	42
Average speed of answer:	01:03
Queue time unanswered:	01:30
% Answered:	92.3%
% Unanswered:	3.4%

Busiest times 8am-9:30am and 10:30am—11:30am

Online Consultations

Submitting an online consultation has just got a lot easier!

Online consultations are a great way to contact the surgery online for medical advice and admin queries without you needing to call the surgery.

We aim to respond to all online consultations on the same day with either an on the day or routine appointment being booked, or a resolution to an admin query. Any consultations submitted after 6:30pm Monday—Friday or on the weekend will be actioned on the next working day.

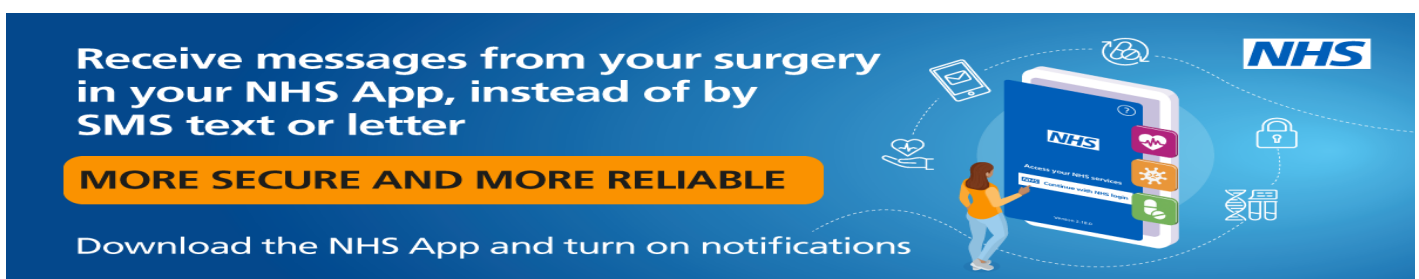
To access our online consultations, please visit our surgery website www.weavervalesurgery.nhs.uk and click the **'Submit a new request'** on the contact us online banner at the top of the page.



NHS App

- Book and manage appointments
- Order repeat prescriptions and manage your nominated pharmacy for medication collections
- View your GP health record and access your NHS number
- Access your COVID-19 vaccinations and COVID-19 Pass
- Register your organ donation decision
- Choose how your data is used by the NHS
- Use NHS 111 online to get instant advice or medical help

The NHS App is NHS Englands choice of online app. It allows you to access a range of NHS services. The app is free to download and can be used on your phone or tablet. If you currently use Patient Access or MyGp, speak to a member of the admin team on how to switch to the NHS App.



The Practice Patient Panel Group spent some time at Dene Drive Medical Centre, promoting the NHS App and showing patients how to download it. Generally the response was positive and patients were receptive to being advised on how it works. If you have not downloaded the NHS App, please ask a member of the Weaver Vale Surgery team to show you how to do this.

GOING GREEN! Update

The Weaver Vale Green Team have been busy coming up with new ideas and ways on reducing the practice carbon footprint.

LED Lights: Assura, who are the landlords of Dene Drive Medical Centre, have successfully completed full installation of LED lights throughout the building. This is a great step in the right direction to reducing our carbon footprint.

Prescribing: Anastassia (practice pharmacist) has been working on care home medication reviews, looking at what is no longer required and removing these items from repeat prescriptions. Anastassia has been able to explain to the care home staff about prescribing changes.

Shirin (pharmacy technician) has been working on the management of iron deficiency anaemia which has resulted in successful deprescribing. 160 patients had their dose reduced and 44 patients no longer require iron medication.

Reducing paper waste: New workarounds shared to avoid printing emails and to reduce paper.

“Switch it off”—we are waiting for guidance from the IT department on whether we can switch PCs off without affecting overnight downloads. Putting Calling screens in waiting room on standby

Printer cartridges—all printer cartridges are recycled

Coffee—Coffee is Fair Trade and carbon negative



NHS

Get protected against measles

The Measles, Mumps and Rubella (MMR) vaccination is the safest and most effective way to protect you and your family against these diseases. Full protection requires two doses.

For anyone not fully immunised, a catch-up vaccination is available.

Ask the reception team for more information.

www.nhs.uk/MMR

HELP US HELP YOU
GET PROTECTED

Cheril Sowell, Nurse

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