

# THE ELMS MEDICAL PRACTICE

December 2024

The practice will be closed on the

25<sup>th</sup> December'24

26<sup>th</sup> December'24

&

1<sup>st</sup> January' 25



We would like to wish all our patients a very Merry Christmas and a very Happy & Healthy New Year.

**NHS**

**Prescription**

**Order your repeat prescriptions now**

It saves you time, minimises delays and ensures you can pick up your medicine from the nearest pharmacy.

Don't get caught short this Christmas  
Order your prescriptions by 18<sup>th</sup> December

## Digital Buddies Chester

Are you a digital amateur and you wish to improve your computer skills, or have a problem with your device?

Drop in to



The Storyhouse Kitchen  
Where our volunteers offer free help and tuition.

Every Friday (except holidays)  
The Storyhouse Kitchen, Hunter St,  
Chester CHI 2AR  
From 11am to 12.30pm

**National Grief Awareness Week** is a compassionate and important observance dedicated to raising awareness about grief, providing support to those who are grieving, and fostering a better understanding of the grieving process. It acknowledges that grief is a natural response to loss and aims to break the stigma surrounding this deeply personal experience.

For help and support, visit:

<https://www.nhs.uk/.../feelings.../grief-bereavement-loss/>



# PATIENT FEEDBACK

"All my experiences with Elms Medical Practice have been very positive. Everyone I spoke with or saw at the practice were friendly and caring. Thank you very much!"

Have you had a positive experience?

Please consider leaving us a 5\* Google review using this QR code



Some of what the practice did in November

One Practice /One Month

Appointments booked = 4284

The number of online consultations (PATCHS) = 230

DNA's = 209

Number of cervical smears the practice nurses did = 56

Number of blood results processed = 710

Prescriptions issued = 3262

Number of new registrations = 105



11 - 19 years old?  
One text can  
make a difference...  
**07312 263260**



www.startingwell.org.uk/chat-health

**Chester & Rural Duty Team**

Our duty team is available:

Monday to Friday  
9.00am - 5.00pm

**01244 397412**

Please do not hesitate to contact us if you need advice and support.

[www.startingwell.org.uk/contacts](http://www.startingwell.org.uk/contacts)

We can discuss anything e.g.

**Exam Stress Self Harm Physical Health Emotional Health LGBTQ+ Changing Schools  
Family Worries Low Mood Growing Up Worries Diet and Exercise Healthy Relationships  
College Life Anxiety Body Image / Body Confidence Social Media Bullying Immunisations**

We do not usually inform your parents, teachers or anyone else if you contact the school nurse. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules.

We aim to reply to you within one working day and you should get an immediate bounce-back to confirm we received your text.

Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact a member of school staff or your doctor. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). Prevent the school nurse from sending messages to you by texting STOP to our number. Please respect your school's mobile phone policy. Messages are charged at your usual rate.



We raised £ 48 on the 15<sup>th</sup> November for Children in Need

BBC Children in Need aims to make a positive difference in the lives of children facing challenges such as poverty, disability, illness, and social exclusion.

Through the funds raised, the charity supports thousands of projects that provide essential services, care, and opportunities for young people across the UK.

## NHS App - Proxy Access for Your Loved On....

You can use the NHS App to manage the healthcare of your loved ones? With proxy access, you can book appointments, order prescriptions, and view medical records for those you care for. Keep on top of their health with ease!

We have administered **750 COVID Autumn booster** vaccinations to our eligible patients.

## Find ways to save energy in your home

If you own a property in England or Wales, you can get recommendations for home improvements that could make your property cheaper to heat and keep warm.

For each recommendation you can see:

- an estimated cost of making the improvement
- how much you could save on your bills
- next steps if you want to make the improvement

You'll need to give as many details as you can about your property that may affect its energy efficiency. This includes:

- the type of house it is
- when it was built
- what insulation there is in the floor, walls and loft space
- whether it has single, double or triple glazed windows

<https://www.gov.uk/improve-energy-efficiency>

The image shows a smartphone screen displaying the NHS App interface. At the top, it says 'NHS Providing NHS services'. The screen shows a 'Switch to Toby Day's profile to act on their behalf' option. Below this, there is a section titled 'Services available for' with three checked items: 'You can book a GP appointment', 'You can order a repeat prescription', and 'You can view their GP health record'. At the bottom of the screen, there is a button that says 'Switch to Toby's profile'. To the right of the phone, there is text that reads 'If you are a carer for a child or adult, you can link your NHS app accounts'. At the bottom right, there is a white box with the text 'Download the NHS App for Proxy Access'.

**NHS**  
Cheshire and Merseyside

# EARACHE?

I'VE GOT A SUPER BODY

Most children will feel better within 8 days, without the need for antibiotics

Earaches are no fun for anyone, but did you know that most children's earaches get better in the same amount of time WITHOUT antibiotics? 🤔

Find out how to help your children's **#SuperBodies** recover at home, and know when to seek medical help:

[cheshireandmerseyside.nhs.uk/super-bodies](https://www.cheshireandmerseyside.nhs.uk/super-bodies)

**DID YOU KNOW ...** you can find your nearest pharmacy opening times, those that are offering contraception without a prescription, free blood pressure checks or free COVID-19 rapid lateral flow tests on NHS choices. Visit <https://www.nhs.uk/nhs-services/pharmacies/>

**NHS**

## New ways your pharmacist can help you

Your local pharmacist can now treat you and give you medicines for some illnesses without you having to see a doctor first.

Pharmacists can now help if you have:

- an earache and you may have a high temperature
- a dry, scratchy or sore throat
- a urinary tract infection (UTI) which can feel like a burning or a pain when you pee

See your pharmacist Help us help you

**NHS**  
West and Central Cheshire  
Talking Therapies

## Talk to us today

Evidence based psychological therapies to support common mental health concerns

SCAN ME

- Low mood
- Anxiety or worry
- Long term conditions
- Employment support
- Relationships
- Stress

No need to visit your GP. Refer yourself

Phone: 0151 488 8348  
[www.talkingtherapies.cwp.nhs.uk](http://www.talkingtherapies.cwp.nhs.uk)

for anxiety and depression  
Service provided by Cheshire and Wirral Partnership NHS Foundation Trust (CWP)



**You do not need a prescription to buy contraception**

Contraception services are free and confidential on the NHS - including for young people under the age of 16.

See where you can find different forms of contraception available to you.


<https://www.nhs.uk/contraception/where-to-get-contraception/>




**Repeat prescriptions?**


**Thank you for only ordering what you need**

If you have enough medicine at home, there's no need to order now – you can request more in future.

  
**Stay Well**

  
**Stay Safe**


  
**Stay Green**

  
**Stay Organised**


Speak to your pharmacist if you have any questions.  
You're making a big difference to your health and community.

**Only order what you need.** Scan to find out more information 

[cheshireandmerseyside.nhs.uk/medicines-waste](https://cheshireandmerseyside.nhs.uk/medicines-waste)



# World Mental Health Day



**General Mental Health Support**

<p><b>NHS Wirral Talking Therapies</b></p> <p>NHS Wirral Talking Therapies is a free and confidential service, available to anyone who is aged 16+ and registered with a GP in the Wirral. Talking therapies can help you to understand and work through difficult feelings and to develop strategies for coping better.</p> <p><a href="http://everyturn.org/talking-therapies/locations/wirral/">everyturn.org/talking-therapies/locations/wirral/</a></p>	<p><b>Wirral Mind</b></p> <p>Provide a range of services to support the community to live healthier, happier lives.</p> <p><a href="http://wirralmind.org.uk">wirralmind.org.uk</a></p> <p>90 – 92 Chester Street Birkenhead CH41 5DL</p>
<p><b>Open Door Charity</b></p> <p>Provides bespoke mental health support interventions, social action, culture, art and much more for those aged 17+.</p> <p><a href="http://opendoorcharity.com">opendoorcharity.com</a></p>	<p><b>Kooth/Qwell</b></p> <p>Mental health support websites, offering a magazine, daily journal, discussion boards, and live chat with the specialist team. Kooth supports people aged 11 - 25, and Qwell supports people aged 26 and over.</p> <p><a href="http://kooth.com">kooth.com</a>     <a href="http://qwell.io">qwell.io</a></p>

**Crisis Services**

<p><b>CWP Crisis Line</b></p> <p>0800 145 6485 Open 24/7</p> <p><small>*For people living in Cheshire &amp; Wirral.</small></p>	<p><b>Samaritans</b></p> <p>116 123 Open 24/7</p>	<p><b>Shout</b></p> <p>Text 'Shout' to 852584 Open 24/7</p>	<p><b>Compañeros Crisis Cafe</b></p> <p>2a Price Street, Birkenhead CH41 6JN Drop in 10am-8pm</p>
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**Workplace Support**

<p><b>EAPs</b></p> <p>Some employers offer Employee Assistance Programmes, a service you can contact about personal or workplace stressors.</p>	<p><b>Unions</b></p> <p>If you're a member of a union, you can contact them for support with workplace issues.</p>
<p><b>Acas</b></p> <p>Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice.</p> <p><a href="http://acas.org.uk">acas.org.uk</a></p> <p>0300 123 1100</p> <p>Open Monday to Friday, 8am to 6pm</p>	<p><b>Maternity Action</b></p> <p>Free and confidential advice on work rights, maternity pay, and benefits for pregnant women and new parents.</p> <p><a href="http://maternityaction.org.uk">maternityaction.org.uk</a></p> <p>0808 802 0062</p> <p>Open Monday to Friday, 10am to 1pm</p>

*Please note: these services are not run by or affiliated with Citizens Advice Wirral or Wirral Social Prescribing Scheme*