

# THE ELMS MEDICAL PRACTICE NEWSLETTER



MAY 2017 EDITION

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## WHAT IS econsult?

### The Elms will be going live May 2017

E-Consult provides an online portal where patients can self-check their symptoms, and receive on the spot medical advice 24/7, helping to relieve pressure on GPs by giving patients access to round-the-clock support and alternative treatment providers. It is an online patient triage system for non-urgent medical problems which allows patients to access self-care advice, signposting to specific local services e.g. pharmacy first, NHS 111 or their symptoms can be triaged and a GP appointment, telephone consultation or a prescription may be required.

#### It's a simple process:

1. Patients electing to E-Consult with their GP simply fill out an online form
2. The completed patient questionnaire is emailed to the Practice

#### Why E-Consult for GP Practices:

1. Determines the best course of action
2. Makes the consultation times quicker
3. Work more effectively
4. Give patients better access
5. Make better use of other primary care services

#### Patient Benefits:

1. Get medical advice 24/7
2. Get the answer with 2 working days
3. Capture critical illnesses earlier
4. Patient satisfaction

MENTAL HEALTH  
AWARENESS WEEK

8-14 MAY 2017

#MHAW17



Mental Health  
Foundation



*This year the Mental Health Foundation are looking at mental health from a new angle. Rather than ask why so many people are living with mental health problems, they want to seek to uncover why too few of us are thriving with good mental health. With people struggling to cope with the demands of life and stuck on getting through the day they want to explore:*

*-How many of us are surviving or thriving, and the difference between the two*

*-Why some communities are under strain and what government can do to support them to thrive*

*-What steps we can take to look after our mental health, building resilience to cope with the demands of life*

*For more information visit: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)*

### DIABETIC ANNUAL EYE SCREENING

Please remember the importance of your annual Diabetic Eye Screening. Diabetic Retinopathy can be a complication of Diabetes and these eye checks can detect and treat problems before your eye sight is affected.

It is important to keep good control of your Diabetes and have this free eye check every year. The recommended registered Opticians in Chester who have the specialised equipment to perform tests are:

- Boots Opticians 01244 312843 - 47-55 Foregate Street CH1 1NA

- C&G Mullen 01244 315112 - 29 St Werburgh Street CH1 2DY

- Houghton Opticians 01244 325969 - 14 Charles Street, Hoole CH2 3AZ

- JD Siddall 01244 320222 - The Cross, 4 Bridge Street CH1 1NQ

- The Eye Emporium 01244 34116 - 10 St Michaels Row, Grosvenor Precinct CH1 1EF

## LET'S UNITE FOR DEMENTIA AWARENESS WEEK

14-20 MAY

Unite with us today at  
[alzheimers.org.uk](http://alzheimers.org.uk)

Every three minutes a person in the UK will develop dementia. And so many are facing it alone. But we can urgently find a cure, improve care, and offer help and understanding if we stand united against dementia.



### Patient Participation Group (PPG)

Our next PPG Meeting will be held @ the Fountains in the meeting room on the 3<sup>rd</sup> Floor on:

**MONDAY 12<sup>TH</sup> JUNE 2017 @ 4.00PM**

## STAFF TRAINING DAYS

The next scheduled training days for the Practice are as follows:

**Tuesday 23<sup>rd</sup> May, Tuesday 27<sup>th</sup> June, Thursday 27<sup>th</sup> July 2017**

The surgery is closed on these afternoons from 12pm and will re-open at 5.00pm.

### APPOINTMENTS PATIENTS DID NOT ATTEND

**IN MARCH THERE WERE 222 GP AND NURSE APPOINTMENTS THAT PATIENTS DID NOT ATTEND. THIS IS APPROXIMATELY 15 SESSIONS OR NEARLY 371/2 HOURS OF CLINICAL TIME WASTED. BE CONSIDERATE! If you are unable to attend your appointment please contact the surgery as soon as possible so it can be given to another patient.**

### NHS - Prescription Charges

*From 1st April 2017,  
NHS prescription charges will increase by 20p  
To £8.60 per prescription item.*

### DUPLICATE - MED 3 (SICK NOTE)

**If you have been issued with a MED 3 and require a duplicate of this, the Practice will now be charging an administration fee of £15.00. This will be in effect from the 1<sup>st</sup> Mav 2017.**

### Student Support and Guidance

**Do you want to make the most out of University?**

**Want to feel more equipped to deal with everyday stresses?**

**Do you want to find ways of winding down?**

If you answered 'yes' to any of those questions, look no further! **Student Support and Guidance** are offering a variety of wellbeing sessions designed to enhance your experience at University, increase your confidence and resilience and develop further essential life skills. Our sessions are available to all students.

You can find a copy of the programme on the back of this sheet.

Keep an eye on Portal for any last minute updates and FAQs, simply type this in the search bar: <https://portal.chester.ac.uk/studentsupportandguidance/Pages/wellbeing-sessions.aspx>

Attending two or more of these sessions also gives you one credit towards the Chester Difference Award.

If you have any questions just contact [wellbeing@chester.ac.uk](mailto:wellbeing@chester.ac.uk)



Title	Date	Time	Venue
Beating Exam Anxiety and Boosting Exam Performance	Tuesday 2nd May	10:30am – 12:00pm	Queens Park, Bridge House 020
Getting Ready... Moving on to Life After University	Wednesday 3rd May	2:00 – 3:00pm	Binks 010
<b>BOOK ONLINE</b> <a href="https://careers.chester.ac.uk/students/events/detail/567647/getting-ready-moving-on-to-lif">https://careers.chester.ac.uk/students/events/detail/567647/getting-ready-moving-on-to-lif</a>			
Look After Your Mate Workshop	Friday 5th May	10:00am – 12:30pm	Riverside 205
<b>BOOK ONLINE</b> <a href="https://www.eventbrite.co.uk/e/look-after-your-mate-workshop-tickets-33331311851">https://www.eventbrite.co.uk/e/look-after-your-mate-workshop-tickets-33331311851</a>			
Look After Your Mate Workshop	Monday 8th May	1:00 – 3:30pm	Warrington, Martin 214
Stress Management	Tuesday 9th May	1:00 – 2:00pm	Binks 106/1
Enhance your Motivation	Wednesday 17th May	2:00 – 3:00pm	Binks 106/1
Managing Low Mood	Wednesday 17th May	3:00 – 4:00pm	Binks 106/1
Look After Your Mate Workshop	Monday 22nd May	2:30 – 5:00pm	Riverside 150
<b>BOOK ONLINE</b> <a href="https://www.eventbrite.co.uk/e/look-after-your-mate-workshop-tickets-33331589682">https://www.eventbrite.co.uk/e/look-after-your-mate-workshop-tickets-33331589682</a>			
Stress Management	Friday 26th May	12:00 – 1:00pm	Binks 106/1
Managing Low Mood	Wednesday 31st May	1:00 – 2:00pm	Binks 106/1

There will be more sessions coming soon.

Student Support and Guidance

## DO YOU KNOW ABOUT THE GP EXTENDED HOURS SERVICE?

All patients registered with a GP Practice in West Cheshire can book a routine appointment up to 2 weeks in advance, in the evenings, Saturday and Sunday mornings. You will not be able to see your own GP but you will be seen by a suitably qualified health professional such as a GP or Practice Nurse. You can book an appointment up to 2 weeks in advance by ringing the following number: 01244 385422 Monday to Friday 8:00am – 6:00pm.

### CURRENT OPENING TIMES & VENUES FOR APPOINTMENTS WITHIN EXTENDED HOURS ARE:

COUNTRESS OF CHESTER HEALTH PARK, 1829 BUILDING: MON TO FRI 18:30 – 21:30; SAT & SUN 09:00 – 14:00; B/H 09:00 – 14:00

ELLESMERE PORT COTTAGE HOSPITAL: MON TO FRI 18:30 – 21:30; SAT & SUN 09:00 – 14:00; B/H 09:00 – 14:00

HELSEBY HEALTH CENTRE: MON AND TUES 18:30 – 20:00

TARPORLEY WAR MEMORIAL HOSPITAL: WED, THURS, FRI 18:30 – 20:00; SAT & SUN 13:00 – 18:00; B/H 13:00 – 18:00

NESTON SURGERY (MELLOCK LANE): MON & THURS 18:30 – 21:00

LAUREL BANK SURGERY, MALPAS: MON & THURS 18:30 – 20:00; SAT 09:00 – 12:00