



DRS ADEY & DANCY

PATIENT NEWSLETTER

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CQC Inspection

Our CQC (Care Quality Commission) inspection was completed on 08/11/16. The inspectors spent a day in the practice looking at the following key areas:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive to people's needs?
- Are services well-led?



We are very pleased that we received an overall rating of Good.

To read the full report please visit the home page of our website, scroll down to the bottom of the page where you will see the Care Quality Commission logo and the link to view the report.

Patient Access - Online Services

*** Book online and save time.**

*** It's simple, quick and easy.**

Patient Access is a secure internet system whereby patients can:

-  Book or cancel appointments
-  Order repeat prescriptions
-  View your health record



For further information and to apply for this service simply visit our website www.tarporleydoctors.gpsurgery.net and follow the step by step instructions. Once registered you can also manage your appointments on the move with the free Patient Access app.

Extended Hours Service

The Extended Hours Service is designed to provide patients with appointments outside core general practice hours for routine care and is available at the following locations:

- **1829 Building at the Countess of Chester Health Park**

Mon-Fri 6.30 pm – 9.30 pm
Sat & Sun 9.00 am – 2.00 pm
Bank Holidays 9.00 am – 2.00 pm

- **Ellesmere Port Hospital**

Mon-Fri 6.30 pm – 9.30 pm
Sat & Sun 9.00 am – 2.00 pm
Bank Holidays 9.00 am – 2.00 pm

- **Tarporley War Memorial Hospital**

Wed, Thurs & Fri 6.30 pm – 8.00 pm
Sat & Sun 1.00 pm – 6.00 pm
Bank Holidays 1.00 pm – 6.00 pm

- **Neston Surgery**

Mon & Thurs 6.30 pm – 9.00 pm

- **Helsby Health Centre**

Mon & Tue 6.30 pm – 8.00 pm

- **Laurel Bank Surgery in Malpas**

Mon & Thurs 6.30 pm – 8.00 pm
Sat 9.00 am – 12 noon

Appointments for routine care can be booked up to 2 weeks in advance.

Our reception team are now able to directly book extended hours appointments for GP, Nurse, Physio First and Phlebotomy appointments for you. Alternatively you can ring 0300 123 7740 and select option 3 (8am to 8pm, 7 days a week).

This service is delivered by Cheshire & Wirral Partnership NHS Foundation.



Mobile Telephone Numbers

Please check with a member of staff next time you ring or come in to the surgery that we have your current mobile telephone number. It is important that the contact details we hold for you are up to date.



Happy retirement Maureen!

In January this year Maureen retired after 27½ years working here as a Receptionist. Maureen has always been a friendly face and had the best interests of the patients at heart.

Patients and staff will miss her and we wish her a very happy retirement.



E-Consult

Consult your doctor online with e-Consult. Patients can use a symptom checker, self-manage, signpost to other services or complete an eConsult for one of 100 common conditions. Please see our website for further details and to use this service.

Since we started using e-Consult in May 2016 there have been:

- 240 visits online in total
- 41 self help visits
- 66 e-Consults submitted
- 12 pharmacy self help visits
- The estimated number of appointments saved since we started using this service is 35.4



NHS Apps

There are a variety of NHS Apps available to help patients keep fit, stay active and healthy. These can be downloaded from iTunes or Google Play.

- **Couch to 5K** - Get off the couch and get running in just 9 weeks. Grab your trainers, download the free app and follow the step-by-step instructions.
- **Active 10 Walking Tracker** - Just 10 minutes of brisk walking every day can benefit your health, improve the way you feel and reduce the risk of a number of long-term conditions such as heart disease and type 2 diabetes. Download the free app to track your walking.
- **Squeezy** - This free app has been designed to help women to remember to do their pelvic floor muscle exercises.
- **Drinks Tracker** - This free app makes it easy to keep an eye on the amount of alcohol you consume. There are daily tips and feedback.
- **NHS Smokefree** - This free app can help you stop smoking by providing daily support and motivation. If you stay smoke free for the 4-week programme you're up to five times more likely to stay quit for good.

Physio First Service

Did you know that you can contact us for an appointment regarding a musculoskeletal problem and you will be offered an assessment with a highly specialised musculoskeletal physiotherapist instead of your GP?

The reception staff may ask a few simple questions about your condition, to establish who the most appropriate member of staff to see you. You can choose an appointment at any of the 3 locations below.

Monday – all day at Bunbury Medical Practice
Thursday morning here at Drs Adey & Dancy
Thursday afternoon at Dr Campbell's Practice

Conditions the physiotherapist can see include neck and low back pain, sciatica and trapped nerves, knee, ankle sprains, foot pain, arthritis, tennis/golfers elbow, wrist or hand pain, shoulder pain (eg frozen shoulder or rotator cuff conditions). This list is not exhaustive but includes some of the more common problems they see.

Highly specialised physiotherapists have a lot of experience in assessing and diagnosing problems with joints, muscles and bones and the aim of these appointments is to save GP appointments for medical conditions. This will improve access for patients with musculoskeletal conditions. They will work as another member of the GP practice team.



Walking Group for Tarporley Village

We wondered whether any of our patients would be interested in volunteering to set up a walking club in Tarporley?



Walking for Health are health walks that are aimed at people who need or want to improve their health and wellbeing by becoming more active.

**walking
for health**

For more information on setting up a walking group please visit:
<https://www.walkingforhealth.org.uk/running-health-walks/setting-scheme/setting-walks-your-local-scheme>

For the month of May the West Cheshire Walking Festival is promoting walking. There are 130 different walks - one off walks specifically for people affected by cancer, general health walks open to all and a photo-walk to encourage people to be mindful in their environment - please see the self help section of our website for further details.