

Northgate Village Surgery Newsletter

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Summer Edition

Also available to subscribe to on our website:

www.northgatesurgery.co.uk



Staff Changes

Our GP of 10 years, Dr Jeevan Crasta, and GP Partner of 28 years, Dr Ian Minshall, have been involved in creating an exciting new service to help treat and care for patients in local Nursing Homes. Sadly this means they will be leaving Northgate Village Surgery in order to pursue this further. They will be sorely missed by staff and patients alike, and we wish them all the best in their new endeavour. Dr Crasta finished in May, and Dr Minshall vastly reduced his hours at the end of June, and will finish all sessions at the end of August.

"I have worked in the surgery for 28 years and thoroughly enjoyed my time. I gained some early experience in dermatology and have done the minor operations and sun damage clinics. Some of you have real scars to show for contact with me! I also gained some hospital experience in cardiology.

I have always enjoyed teaching and was the Post Graduate tutor for a time. Thanks to all of you who have 'suffered' having medical students in my clinics. However I hope as I taught them, you too learned more. For 15 years I have specialised in epilepsy and provided a service for all patients in the local area. I am the most published (clinical papers) GP, on epilepsy, I think in the world.

Services change, I am going to work with Dr Crasta in setting up a service to provide better, less fragmented care for people in the local Nursing Homes. I hopefully can bring some clinical experience to a group of patients with multiple problems who need looking after in their final years. I will retire fully in March 2022.

I would like to thank you all, for putting up with me, and for the laughs we have had along the way. Thanks to those of you who have supported me in my own personal trials and tribulations we have shared over the years. I feel sad to be leaving 7000 friends behind.

I wish you all the very best of health for the future, you will always be served well by the excellent team at Northgate Village Surgery." - Dr Minshall, 2020

In February we said goodbye to our Practice Nurse of 7 years Tanya Tasker and wish her all the best in her new position within the Infection Control team, and in March were pleased to welcome our new Practice Nurse Karen Smith to the team.

We have also welcomed our new GP Registrar Dr Videlina Cholakova, who has replaced Dr Karen Wong who has now fully qualified. Our foundation doctor, Dr Georgia Farrag, has now gone onto her next placement and we wish her the best of luck.

Keep up to date—Covid-19

For the latest health guidance relating to coronavirus please visit www.nhs.uk/conditions/coronavirus-covid-19.

For the latest information relating to coronavirus case numbers and government actions, please visit www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public.

For the latest global information and statistics visit www.who.int/health-topics/coronavirus.

Please remain vigilant against potential fraudsters during this time, and avoid spreading false or misleading information and chain messages on sites such as Facebook and Twitter, and through apps such as WhatsApp.

If you are currently shielding and require proof for your employer, please show them a copy of your original shielding letter. Any additional supporting letters are not required.

Need a weekend or evening appointment?

You can now book to see a GP, nurse, physiotherapist or phlebotomist in the evening, at weekends and on bank holidays.

The General Practice Extended Hours service provides patients with routine General Practice appointments outside of core opening hours at six locations across West Cheshire every:



Monday to Friday: 6:30pm – 9:30pm

Saturday & Sunday: 9am – 6pm

Bank Holiday: 9am – 2pm

To book an appointment call **0300 123 7743** or speak to the practice reception team.

Thank You

The Practice would like to extend a heartfelt thank you to a patient who very kindly donated a box of PPE supplies to the Practice.

This donation will help us to continue to provide care to the people who need it most.

Teaching Practice

We are a teaching practice, and so there may be a medical student or GP registrar sitting in during your appointment. If you do not feel comfortable with the student sitting in, please inform a member of staff prior to your appointment. It is vital that the students get this first hand experience in order for them to further progress in their training.

GP Online Access

GP Online Access (AKA Patient Access) is a secure Internet system whereby patients can perform certain tasks online which are usually carried out over the telephone or in person, such as booking an appointment. It is also available as an app for mobile devices.

You can also have access to your full medical records, including test results and hospital letters.

If you wish to register for GP Online Access please enquire at reception as for security reasons two forms of identification are required.

For further information please visit:

www.patient.info/patient-access

Hayfever Treatment



If you suffer with hay fever and have been prescribed medication or treatments by the GP before, you do not need to book an appointment to see the GP again this year. You can request your medication or treatment at Reception as you would normally do with a regular repeat medication.

For further advice please visit:

www.nhs.uk/conditions/hay-fever/

Looking after your Mental Health

It is just as important to look after your mental health as it is to look after your physical health. If you feel you are struggling with your mental health, please book an appointment to see a GP in addition to using the services below.

⇒ For non-urgent support

Please visit www.cwp.nhs.uk/services-and-locations/services/western-cheshire-iapt/self-referral-and-how-to-get-help to self-refer to the Silver Cloud mental health support service. Silver Cloud offers programs on Depression, Anxiety and Stress with personalised support available from a trained professional.

Chester PLUS is a local drop-in service for over 18s to maintain their mental wellbeing through activities and mentor support. Call **01244 343489** or visit www.chesterplus.org.

Chapter is a local charity who support people experiencing mental health problems in West Cheshire. Call **01244 344409** or visit www.chapterwestcheshire.org.

The Every Mind Matters campaign has general advice and support available online 24/7 at www.nhs.uk/oneyou/every-mind-matters.

Northumberland, Tyne and Wear NHS Trust have produced a series of award winning online mental health self-help leaflets. To find these leaflets enter 'mental health self help leaflets' into an online search engine such as Google or Ecosia.

⇒ For urgent support

If you need urgent mental health support please contact the Cheshire & Wirral Partnership mental health helpline on **0300 303 3972**. This helpline is open 24 ours a day, 7 days a week, and is open to people of all ages.

Samaritans are here for you, whatever you're going through. Call them for free at any time of day on **116 123**.

If you feel suicidal or feel like harming yourself or others, call 999 or go to your nearest A&E department (Countess of Chester Hospital).

Take a Break

See if you can find all the words in our word search!

Garden Spade Vegetable Muddy
Trowel Weeding Flowers Sun
Rain Grow Herbs

V	F	L	O	W	E	R	S	Q
N	E	W	G	H	R	A	T	L
O	L	G	R	O	W	I	R	H
M	Y	A	E	N	A	N	O	E
S	U	R	O	T	A	P	W	R
O	N	D	S	P	A	D	E	B
A	G	E	D	U	Z	B	L	S
P	S	N	V	Y	N	P	L	B
W	E	E	D	I	N	G	R	E

No need to see your GP— Direct Access Services

You can access the following services directly without having to see or speak to your GP first:

- Physiotherapy—Book in to the Physio First service by contacting the Reception team on 01244 564219 for any condition you feel you may require physiotherapy for.
- Wellbeing service—Book in to see the Wellbeing Co-ordinator by contacting the Reception team on 01244 564319 for support on other aspects of your life which you are struggling with, such as finances or socialising.

Useful Telephone Numbers

When the surgery is closed, the following services are available:

NHS 111—This service is for non-emergency medical advice and is available 24 hours a day, 365 days a year. This has replaced Out of Hours. NHS 111 also has an online service: 111.nhs.uk. Please use this online service wherever possible.

In a life-threatening emergency ring 999

This service is for emergencies only.

Opening Hours

We are open from 8am to 6.30pm Monday to Friday.

The Practice is scheduled to be closed for staff training between 12.00pm – 5.00pm on the following days:

Wednesday 22nd July

Thursday 27th August

Tuesday 22nd September

Thursday 29th October

Wednesday 25th November

Thursday 17th December

The surgery will be closed on the following bank holidays:

31st August 2020

Want to help improve our service?

The PPG (Patient Participation Group) is a group of patient volunteers who attend meetings to promote good health and help support and improve the planning, provision and delivery of local NHS services.

What has the PPG done so far?

- Bought the children's table & chair set
- Set up the surgery newsletter (which you are reading now!)
- Introduced the text message appointment reminder system
- Worked with the Council to move the disabled parking bays closer to the lifts

All you need to join is a positive attitude and an interest in supporting best practice for patients and staff!

If that sounds like you, please ask at Reception for a sign-up sheet.

Minor Illness at the Pharmacy

Your local pharmacist may be able to help you with your minor ailment or illness, such as insect bites, cold and flu symptoms or mild skin conditions.

Certain pharmacies are also able to provide treatment for urine infections (ages 18 to 65), conjunctivitis and impetigo.

If you are unsure or maybe even just need some advice then please contact your pharmacy first. If the pharmacist thinks you need to see a Doctor or Nurse they will inform you and then you can contact the Practice accordingly.

Pills & Potions—Medicine Management Corner

Medicines Management during the COVID-19 pandemic has focussed on ensuring patients receive their medicines on time and on reducing the risk of virus transmission by avoiding non-essential encounters between patients and health care providers. There have been an unprecedented out-of-stock notifications for many medicines and the task to find a suitable alternative was not always straight forward.

Overall it has been a challenging time and the team have worked extremely hard to ensure no patients were left without their medication. We looked at patients to see if suitable alternatives to, for example, vitamin B12 injections could reduce the risk of potential virus transmission. The majority of patients now receive tablets rather than a 3 monthly injection. This reduces the risk to both the patient and the clinician.

The coming months are going to prove equally challenging and we are looking forward to supporting all our colleagues and patients alike.

