

KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 1



Welcome to the Surgery's Winter Newsletter
Wishing all our patients a Merry Christmas
and a
Happy New Year!

Thank you to all our patients for your Christmas cards,
good wishes and gifts!



KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page2



Welcome to the team Kerry!
Kerry has recently joined our Administration Team.

Hi I'm Kerry.

I have been working at another GP practice for the past 3 years in the admin dept. Previously, I worked as a teaching assistant / class cover teacher at a primary school. I have 3 grown up children and a dog. My favourite hobbies are going to the theatre to watch musicals, music concerts and Zumba classes. I am looking forward to being part of a new team at Kelsall, where everyone has been super kind to me helping me to settle into my new role.

Saying a Happy Retirement and Goodbye to Jill!

We bid a very sad farewell to Jill this week who has been with us for over fifteen years!

Jill was one of our amazing admin team who work behind the scenes looking after our patients, dealing with your hospital queries, referrals etc..

We hope you have a well deserved retirement Jill with lots of travelling and new adventures!



KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 3



Saying Goodbye to Kath!

Kath has worked with our reception team for nearly four years and is taking a well deserved break from working here at the Surgery to spend more time with her growing family, taking up more “Grandma duties” as well as starting a new job!

Many of you will have known Kath from looking after our Carers as our Carer Lead and she has done an amazing job. A HUGE “Thank you” Kath for all your hard work in this role and for supporting our carers and their families! You will be missed.

Saying Goodbye to Sophie!

We wish Sophie all the best in her new Job!. Many of you will have known Sophie’s smiling face from our reception team. Sophie has worked here for over a year.

Good luck in your new exciting career Sophie. You will be missed!

GOODBYE

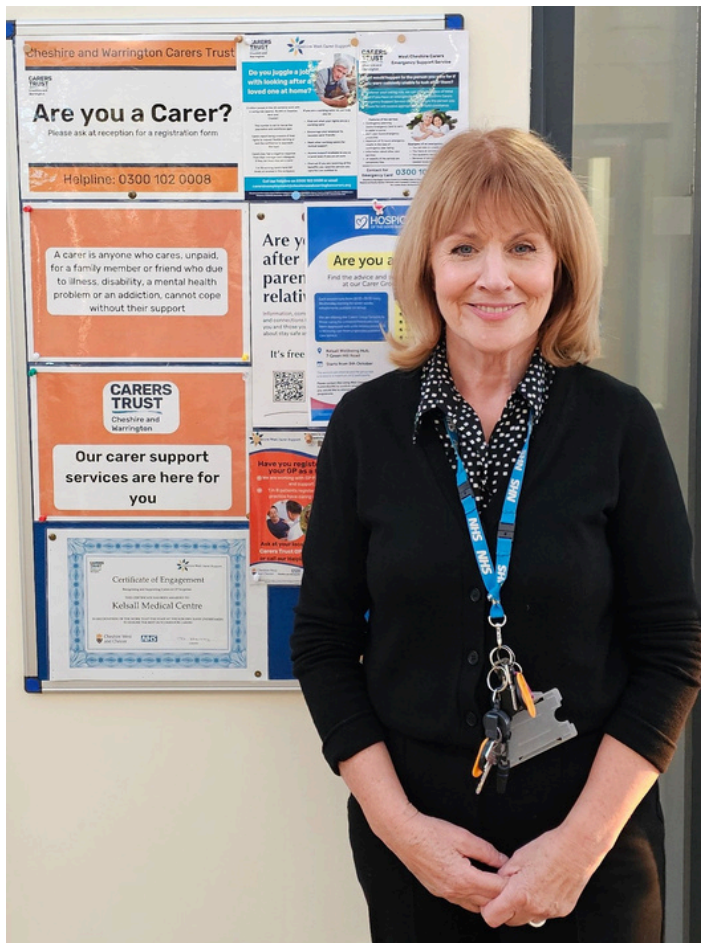


KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 4

Meet Helen, our new Carer Lead!



**Have you registered
with us as a carer?**

Whether you are already a registered carer with us or are struggling to care for someone and feel you need support and help Helen, as our Carer Lead will be your first point of contact here at Kelsall Medical Centre.

Please do contact her either by phone: 01829 751252
or email her at: cmicb-cheshire.kelsallreception@nhs.net



KELSALL MEDICAL CENTRE



Winter newsletter 2025 Page 5

Our team here at Kelsall Medical Centre work extremely hard to give you the best possible care and last month our clinicians were able to help 14688 patients. This figure does not include queries by phone, email or letter or clinical requests or information we have to process from hospitals, laboratories or other agencies. We do appreciate it can be frustrating when our Reception team cannot always give you an appointment for the specific time you request but we try our utmost to provide you with one or signpost you to the appropriate service.

Thank you for your continued support and understanding.



DID YOU KNOW?

Our clinicians consulted
with **14688** patients in
November.



KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 6

Protected Learning days

We firmly believe that all our staff need to be well trained and to keep up to date with ongoing changes in the day to day work.

Kelsall Medical Centre, like other practices in the Chester area, closes for one afternoon a month, in order that staff training can be undertaken.

Please find below a list of the dates in 2026 when the Surgery will be closed for training from 1pm that day.

January no PLT

Tuesday 3rd February

Wednesday 11th March

Tuesday 21st April

Tuesday 12th May

Wednesday 10th June

Thursday 9th July

August no PLT

Wednesday 9th September

Thursday 8th October

Wednesday 11th November

December no PLT



KELSALL MEDICAL CENTRE



Winter newsletter 2025 Page 7

Pharmacy opening times on Christmas Day.

ODS	Pharmacy Trading Name	Address	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FFG92	Rowlands Pharmacy	St Anne's Walk	Middlewich	CW10 9BE	Cheshire	Middlewich, Holmes Chapel, Goostrey			
FJR86	Well Pharmacy	57 Beam Street	Nantwich	CW5 5NF	Cheshire	Nantwich			
FA749	Alsager Pharmacy	25 Lawton Road	Alsager	ST7 2AA	Cheshire	Alsager			
FLM30	Owens Chemist	20a Chester Street	Saltney	CH4 8BJ	Cheshire	Chester City			
FJ495	West Street Pharmacy	41a West Street	Cheshire	CW12 1JN	Cheshire	Congleton			
FTG29	Clear Pharmacy	31-32 The Market C	Crewe	CW1 2NG	Cheshire	Crewe			
FE323	West Street Pharmacy	143 West Street	Crewe	CW1 3HH	Cheshire	Crewe			
FTJ57	Boots Pharmacy	1 Cheshire Street	Crewe	CW3 0AH	Cheshire	Crewe			
FPD14	Well Pharmacy	10 Church Parade	Ellesmere Port	CH65 2ER	Cheshire	Ellesmere Port			
FLF82	Little Sutton Pharmacy	381 Chester Road	Ellesmere Port	CH65 2ER	Cheshire	Ellesmere Port			
						Farndon, Elton, Kingsley,			

ODS	Pharmacy Trading Name	Address	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FCP97	Town Lane Pharmacy	93 Town Lane	Knutsford	WA16 7HH	Cheshire	Knutsford			
FNQ84	The Village Pharmacy	Unicorn House	Prestbury	SK10 2HB	Cheshire	Macclesfield			
FD484	London Road Pharmacy	Unit 1, 157 London	Macclesfield	SK11 7SP	Cheshire	Macclesfield			
FAV71	Peak Pharmacy	5-6 Weston Square	Macclesfield	SK11 8SS	Cheshire	Macclesfield			
FRW59	Danebridge Pharmacy	31 London Road	Northwich	CW9 5HQ	Cheshire	Northwich			
FLN85	Eastfield Pharmacy	Unit 3, 469 Manche	Northwich	CW9 7QB	Cheshire	Northwich			
FVQ34	Rowlands Pharmacy	67 Park Lane	Poynton	SK12 1RD	Cheshire	Poynton			
FKG85	12 Guy Lane	Waverton	cheshire	CH3 7NX	Cheshire	Rural			
FE469	Wilmslow Pharmacy	Unit 2 Summerfield	Wilmslow	SK9 2TA	Cheshire	Wilmslow			
FE685	Boots Pharmacy	5-7 Dingle Walk	Winsford	CW7 1BA	Cheshire	Winsford			
FVR81	Wise Pharmacy	11 London Road	Elworth	CW11 3BD	Cheshire	Sandbach			
FD667	Heswall Hills Pharmacy	119 Brimstage Road	Heswall	CH60 1XF	Cheshire	(South Wirral) – Neston, Willaston, Heswall			
FCL67	Wise Pharmacy	Unit 2, 27 Hillcrest	Runcorn	WA7 2DY	Halton	Runcorn			
FX408	Appleton Village Pharmacy	2-6 Appleton Village	Widnes	WA8 6EQ	Halton	Widnes			
FTW03	Allied Pharmacy (Upton Rocks)	Fir Park Health Centre	Lanark	WA8 9AT	Halton	Widnes			
FT55	Jacobs Pharmacy	18 Camberley Drive	Halewood	L25 9PU	Knowsley	Halewood			

KELSALL MEDICAL CENTRE



Winter newsletter 2025 Page 8

Boxing Day

ODS	Pharmacy Trading Name	Address	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FA749	Alsager Pharmacy	25 Lawton Road	Alsager	ST7 2AA	Cheshire	Alsager			
FJX71	Well Pharmacy	Fountains Health	Delamere Street	CH1 4DS	Cheshire	Chester City			
FJ495	West Street Pharmacy	41a West Street	Cheshire	CW12 1JN	Cheshire	Congleton			
FJ085	Boots Pharmacy	Princeway	Frodsham	WA6 6RX	Cheshire	Farndon, Elton, Kingsley, Frodsham			
FCN20	The Prescription Service Knutsford	16 Princess Street	Knutsford	WA16 6BU	Cheshire	Knutsford			
FYD59	Tesco Pharmacy	Tesco Superstore Hibble Road	Macclesfield	SK10 2AB	Cheshire	Macclesfield			
FG757	Well Pharmacy	11 Fountain Square, Disley	Poynton	SK12 2AB	Cheshire	Poynton			
FKG85	12 Guy Lane	Waverton	cheshire	CH3 7NX	Cheshire	Rural			
FVA90	Boots Pharmacy	5-7 High Street		CW11 1AH	Cheshire	Sandbach			
FGH93	Tesco Pharmacy	Kiln Croft Lane	Handforth	SK9 3PA	Cheshire	Wilmslow			
FX408	Appleton Village Pharmacy	2-6 Appleton Village	widnes	WA8 6EQ	Halton	Widnes			
FTW03	Allied Pharmacy (Upton Rocks)	Fir Park Health Centre	Lanark Gardens	WA8 9DT	Halton	Widnes			
FCL67	Wise Pharmacy	Unit 2, 27 Hillcrest, Halton Brook	Runcorn	WA7 2DY	Halton	Runcorn			
FHJ15	Tops Pharmacy	Units 5-6	Glovers Brow Shops, Kirkby	L32 2AE	Knowsley	Kirkby			
FJA42	Allied Pharmacy	5 Tarbock Road	Huyton	L36 5XN	Knowsley	Huyton			
FK775	Stockbridge Pharmacy	Unit 8 The Croft	Stockbridge Village	L28 1NR	Knowsley	Stockbridge Village			
FWK89	Bridge Road Chemist	54-56 Bridge Road	Litherland	L21 6PH	Sefton	Bootle, Litherland, Seaforth, Orrell Park			
FG835	Knowsley Road Pharmacy	133 Knowsley Road	Bootle	L20 4NJ	Sefton	Bootle, Litherland, Seaforth, Orrell Park			

New Years Day

ODS	Pharmacy Trading Name	Address	Address 3	Postcode	Place	LPC Grouping	10:00 - 12:00	12:00 - 14:00	14:00 - 16:00
FA749	Alsager Pharmacy	25 Lawton Road	Alsager	ST7 2AA	Cheshire	Alsager			
FJX71	Well Pharmacy	Fountains Health	Delamere St	CH1 4DS	Cheshire	Chester City			
FJ495	West Street Pharmacy	41a West Street	Cheshire	CW12 1JN	Cheshire	Congleton			
FC441	Elton Pharmacy	6 The Shopping Precinct, In	Elton	CH2 4LU	Cheshire	Farndon, Elton, Kingsley, Frodsham			
FD446	Cohens Chemist	38 Princess Street	Knutsford	WA16 6BN	Cheshire	Knutsford			
FHE06	Rowlands Pharmacy	The Waterhouse	Wellington	SK10 5JH	Cheshire	Macclesfield			
FV704	Well Pharmacy	4 Park Lane	Poynton	SK12 1RE	Cheshire	Poynton			
FKG85	12 Guy Lane	Waverton	cheshire	CH3 7NX	Cheshire	Rural			
FHN37	Well Pharmacy	3 Commons	Sandbach	CW11 1EG	Cheshire	Sandbach			
FL505	Well Pharmacy	1 Lindow Parade	Wilmslow	SK9 5JL	Cheshire	Wilmslow			
FX408	Appleton Village Pharmacy	2-6 Appleton Village	widnes	WA8 6EQ	Halton	Widnes			
FTW03	Allied Pharmacy (Upton Rocks)	Fir Park Health Centre	Lanark Gard	WA8 9DT	Halton	Widnes			
FCL67	Wise Pharmacy	Unit 2, 27 Hillcrest, Halton	Runcorn	WA7 2DY	Halton	Runcorn			
FHJ15	Tops Pharmacy	Units 5-6	Glovers Brow	L32 2AE	Knowsley	Kirkby			
FJA42	Allied Pharmacy	5 Tarbock Road	Huyton	L36 5XN	Knowsley	Huyton			
FK775	Stockbridge Pharmacy	Unit 8 The Croft	Stockbridge	L28 1NR	Knowsley	Stockbridge Village			
FWK89	Bridge Road Chemist	54-56 Bridge Road	Litherland	L21 6PH	Sefton	Bootle, Litherland, Seaforth, Orrell Park			
FG835	Knowsley Road Pharmacy	133 Knowsley Road	Bootle	L20 4NJ	Sefton	Bootle, Litherland, Seaforth, Orrell Park			
FQ030	Allied Pharmacy	15 Chapel Lane	Formby	L37 4DL	Sefton	Formby			
FEQ00	Millennium Pharmacy	29-31 Shaw Street	St Helens	WA10 1DG	St Helens	St Helens			
FP586	Chain Lane Pharmacy	The Shopping Centre	St Helens	WA11 9HB	St Helens	St Helens			
FAA49	Well Pharmacy	The Baths Hth & Wellbeing	Legh Street	WA1 1UG	Warrington	Warrington			
FG389	Allied Pharmacy, Arrowe Park	Arrowe Park Hospital	Upton	CH49 5PE	Wirral	Central	10:00-22:00		
FMK56	Greencross Pharmacy	Greencross Pharmacy	17 The Cres	CH48 4HW	Wirral	Hoylake			
FG254	Allied Pharmacy	40 Balls Road	Birkenhead	CH43 5RE	Wirral	Birkenhead			

KELSALL MEDICAL CENTRE



Winter newsletter 2025 Page 9

Surgery appointments- Please help us to help you.

Please let us know if you are not able to attend your appointment. We appreciate things can crop up and you may not be able to come in or take your phone call but if we can reduce this figure it will increase the availability for other patients..

The 45 missed appointments had a cost to the NHS of £1,350.00.

You can cancel your appointment by:

Telephone: 01829 751252 or

Email: cmicb-cheshire.kelsall.medicalcentre@nhs.net

Thank you!



DID YOU KNOW?

That 45 patients did not attend or cancel their appointments in November



KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 10



Kelsall Patient Participation Group

ANYONE WHO IS A PATIENT OF KELSALL MEDICAL CENTRE CAN JOIN THE PATIENT PARTICIPATION GROUP AND COME ALONG TO MEETINGS.

IF YOU WOULD LIKE TO KNOW MORE ABOUT KELSALL PPG OR WOULD LIKE TO JOIN THE PPG GROUP THEN PLEASE CONTACT US ON: 01829 751308.

OUR AIMS:

To encourage a positive relationship between the patients and the Surgery staff, both medical and administrative.

To have a voice for the patients in the Practice.

To be realistic about what you can achieve and to look for small changes that can make a real difference.

To work constructively and positively to help identify solutions and to work in partnership with the Practice and other local organisations.

Carry out research to find out what matters to patients and discussing the findings with the Practice.

To encourage patients to engage in their own healthcare. To this end it would be wonderful if in the future, the group felt able to:

Organise information sessions on medical and related topics of interest to patients.

Help with the organisation of self-help groups.

Help raise funds for the purchase of extra equipment requested by the professional medical team.

KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 11

What do patients get out of having a patient group?

The opportunity to be more involved with the practice.

A chance to make suggestions and improve the practice.

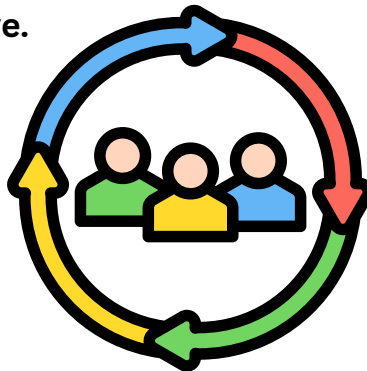
A means of ensuring that complaints are taken on board and necessary changes are being made.

A way of finding out more about healthcare provisions in the local area.

Making a contribution to the NHS and the wider community.

Greater confidence by becoming a patient representative, having their voice heard and witnessing change happen when working as a part of a group.

An opportunity to learn more about the NHS, GP Practices, and other ways to use their skills as a patient representative.



What does the practice get out of having a patient group?

Understanding their patient experiences and views, thus contributing to more satisfied patients and better run services.

A patient group suggesting simple solutions that may not have been explored before.

PPGs can encourage health education activities amongst patients.

A successful PPG can drive in additional income; this can contribute to developing services that will benefit patients and help to maintain the PPG itself.

If you would like to join the PPG here at Kelsall Medical Centre please phone: 01829 751308.

KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 12

Have you heard about the Living Well Service?

The Living Well Bus is a mobile service delivered by Cheshire and Wirral Partnership NHS Foundation Trust. It operates on a fully drop-in basis and provides routine immunisations, health checks and wider well being guidance at the heart of communities. They also offer :

Blood pressure

Pulse checks

Cholesterol check

Blood glucose check

BMI check

Direct referrals to talking therapies



The bus is accessible to wheelchair users. Please let the team know of any additional reasonable adjustments that you may need and they will be happy to help.

For more information and to see where and when the bus will be each week please visit:
www.cwp.nhs.uk/livingwellservice



KELSALL MEDICAL CENTRE



Winter Newsletter 2025 Page 13

What Are Reasonable Adjustments

The Equality Act 2010 says all health and care organisations must make changes to their services so they can be accessible to people with disabilities. This includes people with a physical disability or a sensory disability, people with a learning disability or autistic people and people with a long term condition such as dementia.

Reasonable adjustments can sometimes be small changes such as



A reasonable adjustment is a small change we can make to your health check, annual review, or other appointments so it is easier for you.

For more information please visit:

www.england.nhs.uk/learning-disabilities/improving-health/reasonable-adjustments

Providing information in an easy read format.



Providing a longer appointment time.



Communicating in a particular way.



Needing a quieter area to wait.

