



BILLINGE CHAPEL END



— SCHOOL & NURSERY —

WEEKLY NEWSLETTER 12th July 2024

Website: www.chapelend.st-helens.sch.uk

Email: chapelend@sthelens.org.uk

Telephone: 01744 678230

Themed Weeks

At Chapel End Primary School we provide a broad curriculum offer. Part of this offer is for all of our children to learn about events from different religions, traditions, cultures and ways of life from around the globe.

Dates for your diary

17.07.24

Year 6 Production—
7pm

23.07.24

Year 6 Leavers
Assembly

23.07.24

School Closes
1.50/2pm



PTFA News

Summer Fair

Thank you to everyone who joined us at our Summer Fair last week, it was so lovely to see so many families enjoying and taking part in all the activities on offer. We hoped you enjoyed it as much as we did. The weather was definitely a bonus too. We managed to raise a huge £1,012.10 which is amazing and a massive help towards raising vital funds for our school.



Ice Cream Friday!!!

Ice creams will be on sale after school on **Friday 19th July**. All ice creams and lollies will be priced at £1 each.



Many thanks in anticipation for your support.

Year 6 Production

This year our Year 6 will be performing the production, "I'm an 11 year old.....get me out of here!"

The production will take place in school on **Wednesday 17th July at 7pm.**

Tickets are on sale (£3 each) at the school office.

Music Lessons

The last music lessons this year will be as follows:

Strings — Wednesday 17th July

Drums — Thursday 18th July

Please ensure any loaned instruments are left in school AFTER your child's last music lesson

Uniform Orders

New uniforms can be ordered through school. Uniform order forms are available from the dispenser in the entrance hall and on Chapel End Spider, in the virtual office. Please return your orders to school, we will then add the cost of your order onto your child's **SchoolMoney** account to enable you to make payment. Please write your child's name clearly on the order form, as this will be printed on the label inside the garments you order. Please ensure the form is completed correctly i.e. size and item required.

Year 6's last day

The pick up time for our Year 6 pupils on the last day is 2:10pm. This will allow all staff to dismiss their children and then join together to form a guard of honour for the class.



Toy Day



On Tuesday 23rd July we are continuing our tradition of allowing children to bring in a toy to enjoy with their friends. Please avoid sending any expensive electronic devices.

Important Message

Dear Parents,

We have had a new computerised signing in system installed in the school entrance. This is called Inentry and is a new Ofsted machine for our school. Any child who is arriving late into school (after 8.55am), or leaving early, must be signed in or out by their parent or guardian. If your child has walked to school alone, and is late, parents will be contacted to come and sign them in to give a reason for lateness.

Many Thanks

Mr Hewitt



Pupil of the Week

Wonder Wall

Nursery	Evie Semmens	Oscar Allen
Reception	Jacob Robinson	Alice Charge
Y1	Emilia Stein	Esme Pennington
Y2	Mair Yousaf	Lewis Taylor
Y3	Daisy O'Brien	Jack Wilde
Y4	Sofia Vernazza/ Megan Pilling Sophie Partington/Mason Cartwright	
Y5	Esme Stein	Rufus Raven
Y6	Everyone	Megan Leigh

Class Attendance for w/c 1st July

<u>Class</u>	<u>% attendance for week</u>
Nursery	100
Reception	98.9
Year One	100
Year Two	96.7
Year Three	100
Year Four	96.8
Year Five	99.7
Year Six	94.3

The national target for attendance in Primary schools is 96%

Congratulations to Nursery, Year 1 and 3 for hitting 100%! WOW!!!

Well done to Reception, Years 2, 4 and 5 for hitting our 96% attendance target!!

**By continuing to work together I am sure that we can get all classes meeting 96%.
Thank you for your continued support.**

Volunteers

A number of classes in school need volunteers to help with reading. If you are able to spare a morning or afternoon, or even an hour to help in school, we would be extremely grateful.

Please inform Mrs Montrose when you would be able to help and if you have a preference for a particular age group. Thank you



E Safety

I would like to direct all parents and carers to the E Safety section of our school website. Information about how to add parental controls to your child's digital devices along with many more useful tips can be found on there.

School Diary — Next week in School

Monday 15th July

Tuesday 16th July

Code Club, Years 5 & 6 3.15-4.15pm (5 of 5) **(FINAL ONE)**

Wednesday 17th July

String lessons **(FINAL ONE)**

Year 6 Production 7pm

Thursday 18th July

Drum lessons **(FINAL ONE)**

Friday 19th July

Ice cream Friday



Dates for the Diary

July

Wednesday 17th July—Year 6 Production 7pm
 Tuesday 23rd July—Year 6 Leavers Assembly
 Tuesday 23rd July—School closes at 1.50/2pm

September

Wednesday 4th September—School re-opens

Term Dates for 2024-2025

	Opens on	Closes on
Autumn Term 2024	Wed 4 Sept	Thurs 24 Oct
Autumn Term 2024	Mon 4 Nov	Fri 20 Dec
Spring Term 2025	Mon 6 Jan	Thurs 13 Feb
Spring Term 2025	Mon 24 Feb	Fri 4 April
Summer Term 2025	Tues 22 April	Thurs 22 May
Summer Term 2025	Mon 2 June	Tues 22 July

School also closed: May Day—Monday 5th May 2025

These term date cards are available to collect at the school office.

Unauthorised absences

Dear Parent/Carer,

We have been informed by the Local Authority that, as from September 2024, new regulations are coming into force.

If your child has received unauthorised absences for 10 sessions (5 days) over a 10-week rolling period, fixed penalty notices may be issued following support offered from school.

If your child is late after registers have closed, this is classed as a session of unauthorised absence.



Our school Value of this half term is **Tolerance**—
 the highest result of Education is **Tolerance**.



Breakfast Club

Breakfast Club runs from 7.30-8.50am each morning. It costs £6 per session and should be paid IN ADVANCE via SchoolMoney.

After School Club

After School Club runs from 3.15-5.30pm each evening. It costs £8 per session and, like the Breakfast Club, should be paid IN ADVANCE via SchoolMoney.

Both of these clubs are extremely popular and we are limited to numbers.

IMPORTANT—We do have procedures in place for booking places in both of these clubs. Firstly, please email school by 1.00pm on a Friday for the sessions you would like booking for the following week (chapelend@sthelens.org.uk). The costs for both clubs are shown above. When you book by email you then need to total the cost of your sessions and add this to your child's SchoolMoney account. You can add this in the Club top-up section on the account.

If you need to attend Breakfast Club in an emergency, on a day that you haven't booked, please ring Breakfast Club on that morning and see if there is a place available. Likewise, if you need After School Club and you haven't booked in please ring school and we can see if there is a space.

If you need to cancel a booking on the day please ring school and speak to a member of staff to inform them that you don't need the place on that day. This place can then be offered to another child. If you need to cancel a future booking you can do this by email.

Please be aware that staff have the authority to refuse a booking if the SchoolMoney account is not up to date.

Change of Meal Arrangements

Please note that meal arrangements can only be changed after each school holiday.

The next time your child can change their meal arrangements is in September.

If you would like to change your child's meal arrangements for September, please email school at chapelend@sthelens.org.uk by **Wednesday 17th July**.



Fish Friday Payments



Please remember Fish Friday is paid **in advance of the term.**

Please note Fish Friday for this half term is **£18.20 (7 weeks).**

School Uniform Shop

Our onsite uniform shop is open in the foyer. Parents and carers are able to purchase items of uniform for £2 each or 3 for £5. All polo shirts are 2 for £1.

Any items purchased can be paid in cash or on School Money, Thank you.



School Swimming Lessons

We are very pleased to be able to offer all children in Year 5 the opportunity to visit the swimming baths once a week over an 18 week programme to participate in swimming lessons.

Lessons will take place on a Tuesday afternoon.

The dates for year 5 are as follows:

Tuesday 10th September 2024

Tuesday 17th September 2024

Tuesday 24th September 2024

Tuesday 1st October 2024

Tuesday 8th October 2024

Tuesday 15th October 2024

Tuesday 5th November 2024

Tuesday 12th November 2024

Tuesday 19th November 2024

Tuesday 26th November 2024

Tuesday 3rd December 2024

Tuesday 10th December 2024

Tuesday 17th December 2024

Tuesday 7th January 2025

Tuesday 14th January 2025

Tuesday 21st January 2025

Tuesday 28th January 2025

Tuesday 4th February 2025

The swimming lessons will take place at Ashton Leisure Centre and transport will be arranged by school.

Below are the swimwear requirements.

Correct swimwear must be worn at all times.

Girls must wear a one-piece swimsuit (no two piece at all or wet suits). They will need a towel, Goggles, a cap (for long hair) and a waterproof bag.

Boys must wear swimming trunks (not loose fitting or baggy with no pockets, no Bermudas or long shorts are acceptable as these can become dangerous when the pockets become full of water). No Wet Suits a towel, a cap (for long hair) and a waterproof bag.

No Jewellery to be worn including all types of earrings.

Any child attending the pool without the correct equipment will not be allowed to swim.

Any armbands/floats etc will be provided.

A letter has recently been sent out to parents of Year 4 containing more details.



Mersey Care
NHS Foundation Trust

You are invited to join us at our St Helens Mental Health Support Team Summer Participation Event

Totally Wicked Stadium, Peasley Cross Lane, WA9
Wednesday 7 August, from 9:30am until 1pm.

On the day, you will complete our service questionnaires and provide feedback. You will then be able to watch the rugby players train and meet some of them afterwards. Parents and siblings are also welcome to attend, please state how many spaces are required in your email.



To book a place, please email events@merseycare.nhs.uk
and include the child's name, age and school.

Please find the Newsletter from Billinge Medical Practice.

Summer 2024 – NEWSLETTER Issue 1



Introduction

This newsletter is produced by the Patient Participation Group (PPG) which consists of volunteer patients from both Orrell and Billinge areas, some members of this group also sit on a Care Quality Commission (CQC) Group to assist the Managers and staff wherever possible to ultimately help you – we are all current patients at the practice. Certain information has been directly supplied from the practice. The new management started in December 2023, and has already made great improvements, but there is a lot more to do to make your Community Practice better.

SURGERY OPENING HOURS

Monday	08:00 to 20:00
Tues to Friday	08:00 to 18:30

We have now consolidated the late shifts, we have three clinical staff working every Monday late, Grainne McGuire, Ethan Campbell and Michael Lipton
All appointments are pre-bookable

CONTENTS

- Introduction & Welcome
- Staff updates - Team at the Practice
- Appointments & Telephone service
- PPG/CQC groups & Patient Feedback
- What you need to know

Message from Erika Howell, Managing Partner

“Welcome to all patients in the Billinge and Orrell areas”

Last December the new Management Team purchased the practice which was in “special measures” following a CQC inspection in Sept 2023. The inspectors raised serious concerns, notably around the care provided, but raised other environmental issues – the buildings, accessibility, safety, staff training and so much more.

The full extent of what work is needed has now been assessed, and formal plans are in place to ensure all round improvement. However, this will take time, and we hope that with your continued support and patience, this practice will succeed. One such area is patient feedback – and we intend to help and support you and give you a better service from your practice teams.

CQC Inspection - update

On Monday 13th May 2024, our practice had a planned visit from the Care Quality Commission (CQC). This visit was focused on reviewing the warning notice that was given to the Practice during the September 2023 inspection. Since the new management team took over, we have been working hard to meet all the required regulatory standards. During the inspection, we provided evidence to show that we now meet these standards.

The inspection team acknowledged the progress we have made and the improvements we have implemented so far. We are currently waiting for the full report, but we are happy to inform our patients that the warning notice has been resolved and removed from our registration with the CQC. We are committed to implementing the action plans created by our partners to ensure that our practice receives a GOOD rating at the future full inspection.

This is great news!!!!!!

We are registering new patients and listening to the patient's views, to provide services which meet the needs of patients.

STAFFING NEWS

As patients, we have seen staff come and go in what has been a turbulent few years, but in the last few months, new permanent staff have been engaged, with new Medical /Clinical and Administrators in place.

Partners

Erika Howell and Dr Fahim Kabir - Managing Partners

Management Team

Kelsey Owens - Business Manager
Jenny Turner - Governance Manager
Alice Stevens - Business Administrator

Clinical Team

Dr Fahmin Kabir - GP Partner (female)
Dr Marc Paton (male)
Dr Helen Spencer (female)
Dr Faizan Ul Haque (male)
Dr Patricia Okoroigwe (female)
Grainne McGuire, Advanced Nurse Practitioner (female)
Lisa Heyes - Advanced Nurse Practitioner (female)
Katie Jones - Advanced Nurse Practitioner (female)
Waqar Rashid - Advanced Clinical Practitioner (male)
Wendy Cain - Lead Practice Nurse (female)
Ethan Campbell - Nurse Associate (male)
Emma Rees - Nurse Associate (female)
Stephanie Molyneux - Healthcare Assistant (female)

Reception Team

Adrienne Jones - Reception Manager
Pat Cunliffe - Senior Receptionist
Nicola Sergison - Senior Receptionist
Catherine Blaikie - Receptionist
Clair Maclure - Receptionist
Karen Smith - Receptionist
Linda Leyland - Receptionist
Lorraine Paton - Receptionist
Samantha Booth - Receptionist
Mary Casson – Receptionist

Admin Team

Denise Huxley - Office Manager
Rebecca Moreton - Senior Administrator
Ruth Dodd - Senior Administrator
Jo-Ann Myles-Dalton - Senior Administrator

Tel : 01744 892205

There is a new telephone service at the practice which facilitates a call back if you don't want to wait in the queue.

More staff have been put on to the phones, so your waiting times have already been vastly reduced. Of course, many people do ring, so your patience is appreciated, we will answer at the earliest possible opportunity.

There will only be one call back made so if you miss that call, you will have to telephone the surgery again.

The Staff are consistently answering above the national target of 80% of all calls made to the practice . In May 2024 this rose to over 95%.



Politeness – Please be kind

We fully understand that you have not had great service for some considerable time, and many have perhaps lost faith in the practice – but several people have been quite rude to staff and at times intimidating, and they have been badly affected by this. The practice has a zero-tolerance policy – some members of staff have left as they refused to be verbally abused.

PLEASE be polite and respectful remember that the staff are trying to help you.

The current staff are not responsible for whatever occurred at the practice over the last few years, only since December 2023, and are working hard to get things back on track.

IMPORTANT PATIENT INFORMATION – from the Practice

ANNUAL REVIEWS

To support all patients with a long-term condition (for example diabetes, asthma, heart failure) the Practice have implemented a new process for patients having reviews with the clinical team.

All patients with a long-term condition will have a review annually, this will align with your birthday month. You will receive a notification from the practice to book your appointment for a blood test, appointment with a clinician; during the appointment your condition and treatment will be discussed.

It is important that patients attend appointments to ensure they stay well, and the Practice can educate and advise patients about their condition.

The practice is currently delivering the Covid Spring Booster campaign, for all eligible patients; if you believe you are eligible, patients are asked to call the practice for an appointment.

Telephone Calls

Telephone Calls made throughout May 2024 showing a picture of Continual Improvement

May-24	No of calls received	% of calls answered	No. of abandoned	Ave abandoned time	Ave queue time
1st	184	84	29	02:33	04:02
2nd	164	87	20	02:03	03:17
3rd	184	89	18	03:22	03:31
6th					
7th	252	81	46	01:51	04:38
8th	206	86	28	02:33	03:35
9th	173	86	24	02:01	04:55
10th	188	87	24	02:08	03:53
13th	238	86	33	02:08	05:12
14th	208	89	22	01:53	04:02
15th	207	86	27	01:48	03:56
16th	175	89	18	01:34	03:30
17th	180	83	29	01:29	03:34
20th	220	91	20	01:35	03:27
21st	184	92	14	01:36	02:56
22nd	152	91	13	00:58	02:39
23rd	35	90	7	01:35	03:48
24th	169	90	17	01:42	03:42
27th					
28th	227	86	33	02:51	04:35
29th	160	91	14	01:52	03:12
30th	130	91	12	02:17	03:30
31st	146	89	17	01:35	03:28
Total	3782		465		
Average	180	88%	22	02:06	03:53

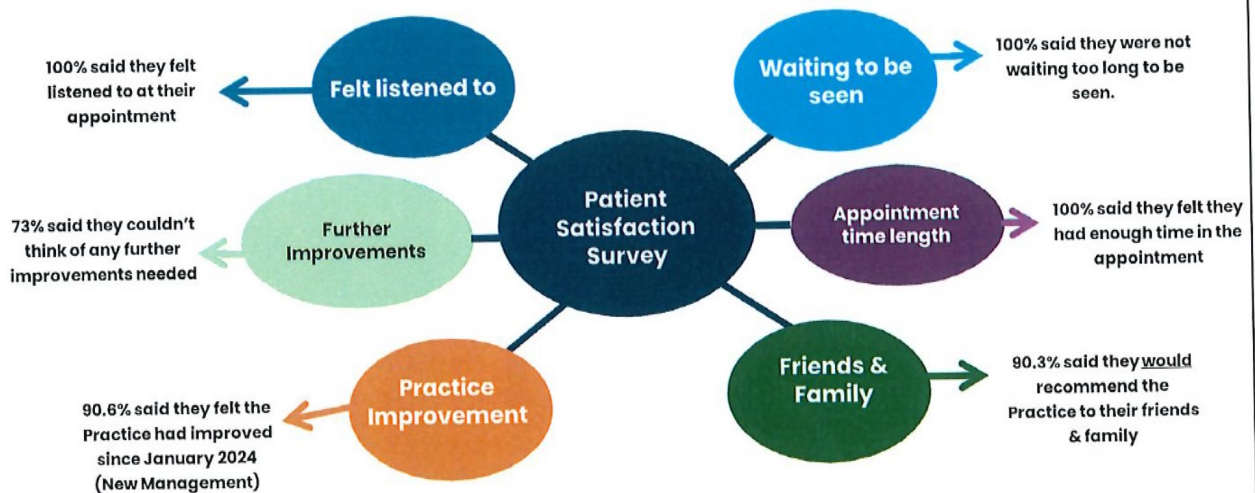
You Said, We Did

Taken from your patient feedback forms



Patient Satisfaction Feedback

We had 34 responses recorded over 2 days in April 2024
74% were Billing Patients, 26% were Orrell Patients



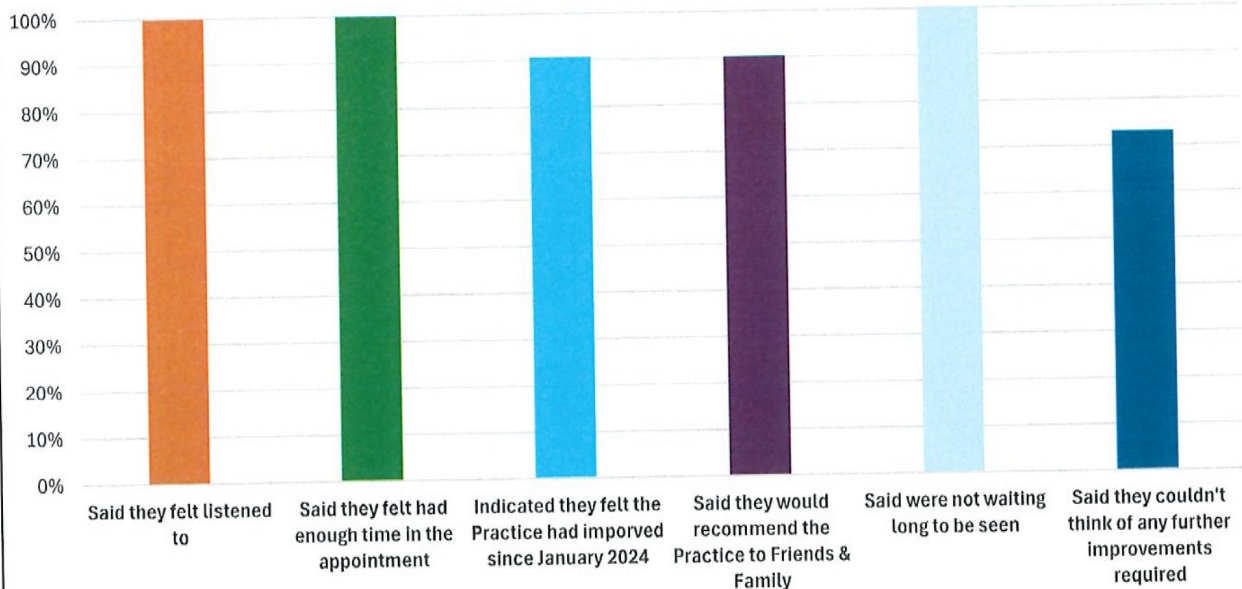
When you visit the Surgery you may see a member of the PPG sitting at a desk in reception, to help you with providing any feedback forms following your visit to the Surgery. This is nothing to do with your medical care, the practice want to gather information about your experience, for example your waiting time to be seen, the building, were staff polite. After your appointment you will receive a Friends and Family feedback form to complete, the practice is trying to improve this feedback and engagement process, to help improve services for you.

We really appreciate your help and ask if you could spend a few minutes to complete these.

PATIENT FEEDBACK – it's important to the practice!

Feedback was collected from 34 patients, across 2 days in April by PPG volunteers

Satisfaction Survey



Patients reported they were booking appointments in various ways but were generally happy with their booking experience!

The longest anyone had to wait beyond their appointment time was 10 minutes! Several reported being seen early

100% of patients who made comments about their appointment that day made positive comments, whether they'd been seen by a Doctor or another Healthcare Professional.

100% of patients felt listened to and that they had enough time in their appointment

90.3% of patients, in this dataset, would now recommend the surgery to Friends & Family!!

Did you know that some people can get an appointment on the same day or day after they call the surgery?

It's been encouraging to hear from patients that in their opinion, the general service, including items such as appointments, have improved

Patient Participation Group

Here are a few quotes we would like to share with you from the 34 patients we spoke to in the surgery.

Orrell patients	Billinge patients
"Yes, [improved] leaps and bounds"	"Yes, 200% better! Everything has improved especially new back-office staff taking time, patients listened to. Efficient"
"Definitely - more appointments than in the last 2 years."	"I was previously deflected with my chronic back pain that there were no appointments prior to take over. Now it's ok for access and follow up."
People are all saying how much it's improved. Appointments and doctors	"Yes. I moved back in 2022 and didn't want to come back but it has improved. No worries now. 2 kids, rang [today] and asked to see doctor and got quick access to same day appointment."
"Overall, a great improvement."	"Not sure how you could improve further - everything has improved"
	"Fantastic service. Compliments to the reception team. Thank you."
	"Here today to register as a new patient. Receptionist was very helpful."

These were improvements recommended/comments by patients	Response
Buses are unreliable	Outside of Practice's control
Parking is a problem	Parking already improved, but space is unavoidably limited
Need more evening appointments	See opening times earlier
Offer wellbeing checks	Already being done
Link up appointment times	E.g. Doctor's appt and blood tests. Already being done using new on-site phlebotomy service that for years was not available at all at this Practice
Improve telephone system	Already improved, and call taking statistics are continually improving
Move receptionists to improve privacy	Need to work within building limitations ... perhaps add a sign to say that patients can ask to be seen elsewhere if necessary.
Provide patients with more info on services available	Ongoing, implementing a new newsletter, better social media presence, notice board on surgery wall, website.

An excellent feedback facility is also available on the NHS.gov website, the PPG are here to help, so your views are heard!

Great news!

The practice has already made significant changes since December 2023, including:

Governance systems – these areas have seen major improvements in operational structures, staff training, and patient engagement etc. implementation of a governance framework to provide assurance that the practice is meeting regulatory requirements

Completion of all **building work** identified in the CQC report - which included Immediate installations of safety fire systems completed, creating more clinic space to provide a building fit for purpose. The emergency lighting systems installed and Infection control measures – ongoing

Staffing - recruitment of 4 salaried GPs and 2 clinical practitioners / an advance clinical practitioner / a lead practice nurse to provide experience, training and support to the existing nursing team / 5 additional experienced administrators to help support non-clinical staff in improving telephone waiting times and the reception service overall.

Implementation of a **Patient Participation Group** to enable partners and the practice to listen to and learn from patients in providing a sustainable healthcare service

On entering the surgery you can now **check in without needing to queue** for the Receptionist – the touch screen is on the wall when you walk through the door. A great time saver and frees up the desk staff to deal with other queries.

PUBLIC HEALTH - Health Promotion Awareness

A calendar of events available using this link:

<https://www.nhsemployers.org/events/calendar-national-campaigns>

The practice will be following the public health calendar – for full details copy this link into your web browser.

Patient Participation Group (PPG)

CQC inspectors wished to see patients involved in certain aspects of practice business by listening to and learning from patients. Following two public meetings earlier this year, several patients volunteered to help on the above group and have started working with the practice. The PPG group has 28 members - the chairperson and Deputy Chair role being shared by patients from the Billinge and Orrell area.

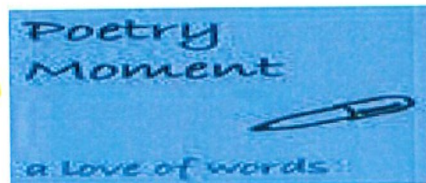
Chair (Billinge): Darren Gilchrist

Chair (Orrell): Andrea Jack

Email: billinge.surgery@nhs.net

The CQC element of this group is a smaller subgroup who will focus on issues relating to the on-going improvements of the practice – patient surveys, feedback exercises etc.

We hope to produce a newsletter/information sheet quarterly, which will be a shorter version going forward – we have lots to tell you, and keep you informed regarding continuing improvements to our surgery.



Art/Poetry project - we need your help.

The PPG group has already approached local businesses, schools and churches to encourage children and budding artists to produce a piece of work with a Health and Wellbeing theme, which would be displayed in the practice. There are so many links with the wider community – we hope that you will get involved and send your work to the Practice.

This is ongoing over the next couple of months and the successful child/person will be invited into the surgery to see their work displayed.

Keep an eye out for our posters 😊