



# THE LAKES MEDICAL PRACTICE



## Surgery Activity at a Glance:

In February March, April and May 2016, we provided **10606** telephone consultations. Had **3968** face to face GP appointments, **516** home visits, **2851** Nurse appointments, **3375** HCA appointments. **398** new patient registrations and cared for **115** visitors!

Welcome 1

## Community Pharmacy Minor Ailment Scheme

Hay fever bothering you? 1

Pharmacies in Cumbria can now give free advice and treatment on a range of Minor Health problems, such as ...

Community Minor Ailment Scheme



- Pain and inflammation ,skin conditions ,digestive disorders. Pregnancy , heartburn, coughs and colds, headache, backache, mouth problems, Children: Pain fever, ear ache coughs colds and snuffles. And many more things.

Sick Notes 1

The pharmacist will be able to assess your needs, give you advice and suggest medicines if appropriate. Instead of having to call the surgery for a call back appointment then wait for the call, you can just pop in to your local pharmacy- if they feel a GP's input will be needed you will be referred back to us. When pharmacies provide medicines as part of a Minor Ailment Scheme, you get the medicines through the NHS, although if you normally pay you would still need to do so.

National Diabetes Audit 1

## Sick notes

Sun safety 2

Are you aware that you can self certify yourself for the first 7 days off work? After this time your employer will ask you to provide a sick note. For your first sick note you will need to make a call-back appointment with a GP (unless it an ongoing condition they are aware of).

Mole check 2

MenAWCY 2

The Patient Support team will send details of the request to the GP- if there are any concerns we would normally let you know.

Staff News 3

Non attendance figures & DNA policy 4

If you require a note or a continuation of a past note, please allow **2 working days**.

## National Diabetes Audit (NDA)

Surgery times and PLT Surgery closing dates 4

### National Diabetes Audit: helping to improve diabetes care

**This GP practice is taking part in an important national project about diabetes care and treatment in the NHS. The project is called the National Diabetes Audit (NDA).**

Contact information 4

To take part, your GP practice will share information about your diabetes care and treatment with the NDA. The type of information, and how it is shared, is controlled by law and enforced by strict rules of confidentiality and security.

Taking part in the NDA shows that this GP practice is committed to improving care for people with diabetes.

# Sun Safety

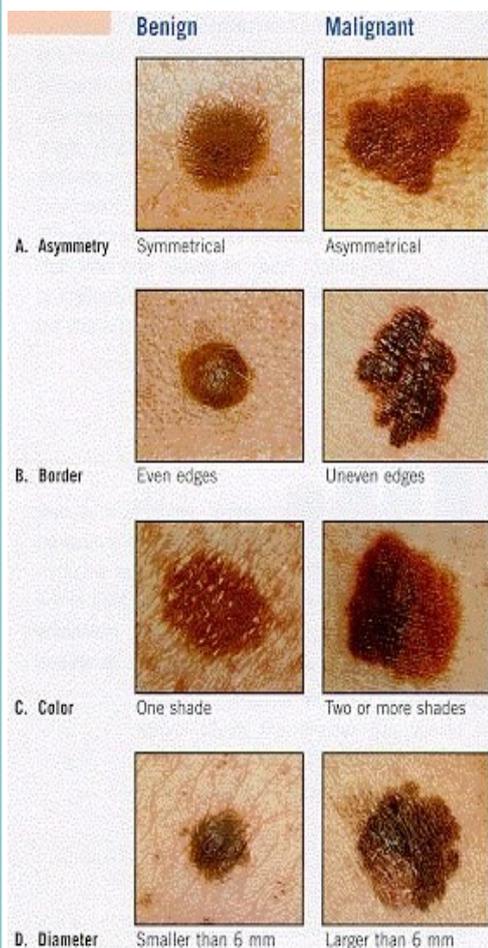


A campaign in Australia has Sid the Seagull as it's spokes-bird, Sid asks us to protect ourselves in five ways from skin cancer.

- 1) **Slip** on sun protective clothing that covers as much of your body as possible.
- 2) **Slop** on SPF 30 or higher broad-spectrum, water-resistant sunscreen, at least 20 minutes before sun exposure. Reapply every two hours when outdoors or more often if perspiring or swimming.
- 3) **Slap** on a broad-brimmed hat that shades your face, neck and ears,
- 4) **Seek** shade.
- 5) **Slide** on sunglasses.



## Checking Moles. When to be concerned.



You should check your skin every few months for any new moles that develop (particularly after your teenage years, when new moles become less common) or any changes to existing moles. A mole can change in weeks or months. A helpful way to remember what to look for is to use the ABCDE method.

**A - Asymmetry:** Normal moles or freckles are completely symmetrical. If you were to draw a line through a normal spot, you would have two symmetrical halves. In cases of skin cancer, spots don't look the same on both sides.

**B - Border:** A mole or spot with blurry and/or jagged edges.

**C - Colour:** A mole that is more than one hue is suspicious and needs to be evaluated by a doctor. Normal spots are usually one colour. This can include lightening or darkening of the mole. Melanoma cells usually continue to produce melanin, which accounts for the cancers appearing in mixed shades of tan, brown and black

**D - Diameter:** If it is larger than a pencil eraser (about 1/4 inch or 6mm), it needs to be examined by a doctor. This includes areas that do not have any other abnormalities (colour, border, asymmetry). But, don't be fooled by size alone - it can be smaller.

**E - Elevation/Evolving:** Elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape, colour.

These cancers are rare, but if you have concerns please contact the practice.

## MenACWY vaccination for University students.

A new meningitis ACWY vaccine was introduced in August 2015 for year 13 pupils and all new starters at University. It's a catch up programme in GP surgeries due to recent rises in the cases of meningitis caused by group W meningitis bacteria. We will be inviting those in Year 13 group by phone in due course. New University starters will need to call us at the surgery.



## Team News

**Have your Say!** Is there a member of our team that has gone the extra mile? Someone you believe should receive some recognition? We all try the best we can individually and as a team. We always strive to give the best patient care we can, so we would love to know if that's coming across to our patients.

You can contact us via e-mail on [Helen.Borradaile@GP-A82036.nhs.uk](mailto:Helen.Borradaile@GP-A82036.nhs.uk) or send a letter to our address on page 4—or pop in and let one of our Patient Support Team know the details. If there are any improvements you feel we could make, please do the same. You can also rate your GP via [iwantgreatcare.co.uk](http://iwantgreatcare.co.uk)

### Deborah Hodgson



Deborah Hodgson (Debbie) has joined our team as Duty Nurse.

She has previously worked as both a School Nurse and a District Nurse, so she has a great depth of knowledge, although she is having further training in certain areas that are more relevant to GP practice requirements.

Debbie lives in Culgaith with her husband, son and daughter.

### Dr Gareth Smith

We are very happy to say that Dr Gareth Smith is back working with us on a Tuesday and a Wednesday each week.

He has completed his GP training after previously training here.

Welcome back!



### Dr Tod has Retired



We had a lovely send off for Dr Ian Tod's retirement. He has been working at the practice over the last couple of years as a locum GP after previously being at the Upper Eden Medical Practice in Kirkby Stephen.

I'm sure those of you who have met Dr Tod will know he was a warm and funny soul who brightened up the day and cared a great deal for all his patients .

I'm sure you will join us to wish him all the best in his retirement- those of you who want to see him again, can catch him singing with the Committed to Rock Choir!



### Sue Birkbeck celebrated 25 years with us!



Sue Birkbeck, our Secretary celebrated 25 years at the Practice . She came here in March 1991 and has been here ever since. We had a little tea party in her honour- here's to the next 25 !

Sue would also like to thank those patients who kindly donated towards her Action for Charity :Ride the Night bike ride in London at the end of May in aid of Breast, cervical & ovarian cancers- The event raised over £1 million!



## Appointments Not Attended & Did Not Attend Policy

Listed below are the numbers of appointments which patients did NOT attend over a 4 month period. We strongly ask that if you book an appointment, you record it carefully and you call to cancel if you find you are unable to attend, so that we can have the opportunity to offer the appointment to another patient.

	Feb'16	March '16	April '16	May '16	Total
GP's	12	20	22	23	77
Nurses	57	42	58	67	224
HCA	65	56	53	55	229

**530** = TOTAL NUMBER OF APPOINTMENTS IN 4 MONTHS LOST DUE TO NON ATTENDANCE

### Lakes Medical Practice Did Not Attend Appointments Policy.

We have designed a policy for people who consistently do not attend appointments. This is unfortunate, but as I hope you agree, it wastes valuable time for all concerned. If a patient fails to attend three appointments at the surgery without contacting us prior to it with a reason we will send out a polite reminder letter. If they fail to attend another appointment within a six month period of this letter, we will again write advising them that we will be contacting the Health Authority to seek their removal from our Practice list. This is the final resort and we will endeavour not to have to do this. If there are mitigating circumstances for non-attendance, it will be taken into consideration.

## Surgery Opening Times

Monday-Friday	08:00 – 19.00	Phones active until 18.30
Saturday	08:30 - 11:30 (No telephone service) These are pre -booked routine GP appointments	

**OUT OF HOURS  
TELEPHONE:**

**111**

**The Practice will be closed from 1pm for training on: Wed 22nd June/ Wed 20th July/ Thurs 22 Sep/Wed 19th Oct and Thurs 24 Nov '16.**

## Useful Contact Numbers

Penrith Hospital	01768 245555	District Nurses	01768 245606	Boots Pharmacy	01768 862735
Penrith Hospital Minor Injuries	01768 245569	Health Visitors	01768 245615/620	Well Pharmacy	01768 862 695
X-ray Department (Mon-Fri 9-12am /1-3pm)	01768 245575	Eden Community Re- sponse Team (ECRT)	01768 245577 Non Urgent	Cowpers Pharmacy	01768 862063
Ambulance/Patient	0845 1481733	Podiatry/Chiropody	01768 245628	Morrisons Pharmacy	01768 862055
Volunteer Transport	01768 867057	Emergency Dentist	01228 603900	Penrith Health	01768 864761
Cumberland Infirmary	01228 523444	Sexual Healthline	08456583131	Sainsburys Pharmacy	01768 245808

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