



THE LAKES MEDICAL PRACTICE



Surgery Activity at a Glance:

In June, July and August 2016, we provided **8021** telephone consultations. Had **2801** face to face GP appointments, **408** home visits, **1880** Nurse appointments, **2772** HCA appointments. **288** new patient registrations and cared for **150** visitors!

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Flu Campaign—Support your surgery!

BOOK YOUR FLU JAB!

We are currently of-

fering Free Flu Jabs to patients in certain ‘at risk’ categories. ‘At risk’ patients include those who suffer from a chronic illness such as COPD, Kidney Disease, Hepatitis, Parkinsons, HIV, Diabetes etc. If you are a carer, Social Worker, Health Care Worker, are pregnant or aged 65 or over you may also be entitled to the free jab.



All children aged 2,3,and 4 years old on the 31.8.16 are also being offered an annual flu vaccination. The flu vaccine provides protection against strains that are predicted to circulate each year. These strains may be different from last year. For most children the vaccine is given as a painless and easy nasal spray. No injections are involved. The vaccination is designed to protect your child against flu which can be an unpleasant illness and although rarely, can sometimes cause serious complications. If your child is in Years 1,2 or 3 they will have their vaccination done at the school by the school Nurse

Studies have shown that the flu jab does work and will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary from person to person, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

Please contact a member of our Patient Support Team to book. **Saturday Flu clinic dates are: SAT 24th SEPTEMBER AND SAT 8TH OCTOBER** Also if you cant come into the surgery during the week in the daily clinics , evening slots are available.

Patient Participation Group

We are currently setting up a Patient Participation Group which will give patients the opportunity to be more involved in the future of The Lakes Medical Practice. This would mean a commitment to attending regular meetings and work on behalf of the current patient population.



If you are interested in finding out more and would like to come along to the first meeting please contact : Jenni Mitchell at the surgery.

As a practice we are always looking at ways to improve services for our patients and your feedback and support is invaluable in achieving this.

Mental Health— it's never wrong to ask for help.

For most of us, the local GP practice is the first place we will go when we are physically unwell, but we are here to help with mental health as well.

You might want to speak to your GP if you're:

- **finding it hard to enjoy life**
- **not sleeping**
- **having thoughts and feelings that are difficult to cope with, and that are having an impact on your day-to-day life.**
- **Having issues with food.**

It's not always easy having that first conversation about your deepest feelings

with your GP, someone you may hardly know. However, **it's always OK to ask for help**, even if you're not sure you are experiencing a specific mental health problem. In fact, around one third of all GP appointments are related in some way to mental health.



It can be hard to talk about your mental health – especially when you're not feeling well. But it's important to remember that **there is no wrong way** to tell someone how you're feeling. Be honest and open.

Focus on how you feel, not on whether or not you meet a diagnosis. Talking to your GP about your mental health at an early stage can help you to stay well. Try to explain how you've been feeling over the past few months or weeks, and anything that has changed.

Use words that feel natural to you , you don't have to say specific things to get help. Try not to worry that your problem is too small or unimportant – everyone deserves help and your GP is here to support you.

We can:

- **offer you support and treatments , make a diagnosis and refer you to a specialist services.**

If you are calling on behalf of a loved one, please be aware that due to patient confidentiality, staff may not be able to discuss details of their medical issues with you. Written or verbal permission from the patient to talk to you, would be required unless there are capacity issues i.e. dementia or serious mental health issues.

Useful telephone numbers:

First step: Self Referral: 03001239122

MindLine Cumbria: 03005610000/ Text 81066 /Email: info@mindlinecumbria.org/ webchat @ www.mindlinecumbria.org

B-eat: Supporting people affected by eating disorders. Helpline: 08456341414 www.b-eat.co.uk

Bipolar UK: Supporting local self– help groups around Cumbria 02079316480 www.bipolaruk.org.uk

CALM: the campaign against living miserably: working to prevent male suicide. Helpline 0800585858 www.thecalmzone.net

Carers Direct: Confidential information and advice for anyone looking after someone else. 08088020202 www.nhs.uk/carersdirect

Cruse Bereavement Care: Bereavement Support : 08444779400 www.crusecumbria.org.uk local help line 07071780761

No Panic: National Association for phobias, anxiety, neurosis information and care 08449674848 www.nopanic.org.uk.

PAPYRUS: National UK charity dedicated to the prevention of young suicide –Helpline 08000684141 www.papyrus-uk.org

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 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

Hannah Ashley's back from Maternity leave.

We are happy to say that Dr Ashley is back from maternity leave. She will mainly be working on Tuesdays, Wednesdays and Fridays.

She has had the most handsome baby boy called Thomas. Welcome back Hannah.

New Physician Associate- Lori Verey

A Physician Associate (PA) is a new Healthcare professional who is specifically trained to work in medicine, with medical knowledge and skills to provide quality patient care. They are aware of the limits and scope of the practice and work within these. PA training is a 2 year, full time, postgraduate course, which includes intensive theoretical learning in medical science and clinical reasoning as well as over 1400 hours of clinical placement experience in both acute and community settings.

Lori originally comes from the North East and is very happy to be back up North. She did a biology degree at Edinburgh University and then went on to do a Masters at London School of Tropical medicine. This led her onto becoming a Researcher working on a project with Northumbria University on Cholera in Mozambique, where she lived on and off for 5 years.

Lori has worked as a PA since 2008. She worked in a GP practice in Peckham for 5 years. London life was made all the more fun by her living on a house boat during this time! She has lived in Bracknell the last 3 years working in the Acute Geriatric department of Redhill Hospital in Surrey. In between this she has had her first son Otto who always keeps life busy!



Sally Bainbridge has been with the practice for 30 years.



Our Secretary Sally Bainbridge celebrates 30 years at the Practice on the 1st October! She currently works as our IT lead and Senior Secretary.

We would all like to say congratulations and thanks for all the hard work! Here's to lots more!!

Nurse Enid Atkinson has retired

We are sad to announce that Enid our Practice Nurse has decided to start a well-earned retirement.

Everyone here at The Lakes would like to offer a massive thank you for Enid's hard work and commitment over many years

She has been a cornerstone of our practice (and its predecessors) since 1987!

After such a long and dedicated service Enid's choice to be able to spend more time with her family is well deserved and we wish her a long and happy retirement.



Appointments Not Attended & Did Not Attend Policy

Listed below are the numbers of appointments which patients did NOT attend over a 3 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.

	June 16	July '16	August '16	Total
GP's	11	17	13	41
Nurses	62	54	41	157
HCA	59	46	49	154

352 = TOTAL NUMBER OF APPOINTMENTS IN 3MONTHS 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 19th Oct/ Thurs 24 Nov '16/ Wed 25th January '17/ Thurs 16th Feb '17

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
Hospital Transport	03000323240	Emergency Dentist	01228 603900	Penrith Health	01768 864761
Cumberland Infirmary	01228 523444	Sexual Healthline	08456583131	Sainsburys Pharmacy	01768 245808

**The Lakes Medical Practice
The Health Centre, Bridge Lane,
Penrith, Cumbria, CA11 8HW**

**Phone:01768 214345 Fax 01768 214346
E-mail: imp.reception@GP-A82036.nhs.uk
web site: www.thelakesmedicalpractice.co.uk**