



THE LAKES MEDICAL PRACTICE



Surgery Activity at a Glance:

In September, October November and December 2016, we provided **10,460** telephone consultations. **4130** face to face GP appointments, **663** home visits, **3097** Nurse appointments, **4667** HCA appointments. **341** new patient registrations and cared for **91** visitors!

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Flu Campaign—Update

This winter more of our patients than ever have received a vaccination against flu as part of the national flu immunisation programme.

By the end of December 2016 we had vaccinated **2350** patients in the over 18 age group and **202** children have been given the nasal flu vaccine.

In addition children in the first two years of primary school education were offered a flu vaccination in School.

The vaccine contributes significantly to reducing illness and deaths caused by the influenza virus.

We still have a small stock of vaccine left if you would like to book an appointment with one of our Health Care Assistants.

All the staff at the Lakes Medical Practice would like to wish you the most healthy and happy 2017. Many thanks to all of you who gave Christmas cards and gifts. Its great to know that so many of you think we are doing a good job- If, however, you feel like you would like to see some things improve or change, we are looking for volunteers to join our Patient Participation Group. So far we have had 6 people interested. If you would like to be part of helping shape the practice ,feeding back positive or negative comments, please contact Jenni Mitchell on 01768 214345.



As 2017 has started, many of you might be feeling a little sluggish due to all the overeating and socialising over the Christmas period. . Now is the time for action. If you would like to receive information on how to lead a healthier life ,lose weight, and increase your energy levels please contact the surgery and we will see if you are eligible for a **Exercise on Referral** . These tailor made courses are held at Penrith Leisure Centre and last 15 weeks. There is a £2 charge per session.



Reading Well: Promoting mental wellbeing.

Reading Well is a series of free books to help people to improve their mental wellbeing. They are now available in libraries across Cumbria.

The books, published under a series called Reading Well, are aimed at adults experiencing common mental health problems have been endorsed by health professionals in partnership with Cumbria County Council Library Services. You can access the information at your local libraries. Or for more information please visit www.readingagency.org.uk/readingwell

Free Living Well with and beyond Cancer event 2017

Physical Health and Rehabilitation Psychology in partnership with Macmillan are holding a free event to help those living with cancer and people in recovery. The days will be led by the Fear of Recurrence team including: Clinical Psychologist, CBT therapist and Assistant Psychologist. The events below, will be held from :
10am-2pm and lunch will be provided.

- **16th Febuary—Enterprise House, Kendal. LA9 6NY**
- **16th March– Barrow. Venue to be confirmed.**

Finishing cancer treatment can be a positive experience; however it is common for people to struggle to return to normal, often due to difficulties such as fatigue, sleep, pain, relationships, emotions, body image and other worries.

The 'living well with and beyond cancer' day offers a chance to meet others and find ways to manage some of these difficulties in an informal and relaxed atmosphere. The topics covered will be decided by you on the day. We know that friends and family can find the treatment process difficult too, so they are welcome to come along. The team will be able to give them some advice and information as well.

The event is run by NHS health professionals and is part of your recovery and rehabilitation programme. It is focussed on providing you with some tools and information that may be helpful in moving forward following treatment, in a supportive environment.

For more information please contact Sarah Howard 07747790463, or fill out one of the booking forms in reception.

Christine Harrison retired in December

Christine retired from the practice in December after working here (and formally Corney Place) for 11 years

She will be spending some much deserved time off with her family and friends and sewing lots of lovely things in her newly decorated sewing room. Some of you may even see her in the Committed2Rock Choir. We wish Christine a happy and healthy retirement. She will be greatly missed by all the staff here and we are sure the patients will too.



New Patient Support Team members Kirsty and Laura



Kirsty Hetherington joined us in December and works as part of our Patient Support team.

She has a level 3 diploma in childcare and education and went on to be a nursery practitioner. Before joining us she was also a trainee dental nurse/ receptionist. She lives in Culgaith with her fiancé, Dean.

Laura Jones also joined us in December as part of the Patient Support team.

She will be working four days per week. Laura previously worked in a Care Home. She lives in Appleby.



New practice Nurse Kelly Coward

Kelly has joined the team as a Practice Nurse. She has been nursing for a number of years in Dumfries and Galloway. She specialises in Asthma, COPD and Diabetes management and will also be carrying out Duty Nurse/treatment room duties.

Kelly lives in Penrith with her husband and 2 young children. You may recognise her from playing saxophone around Cumbria with the local band Tarzans Nuts.



Hannah Bayliss Maternity



Hannah went on a years maternity leave in December. Her baby girl was born early in February ,fit healthy and beautiful. Many congratulations to Hannah and her husband on the new arrival.

Gareth Smith leaving us.

Gareth was offered a partnership with Kirkbride Medical Practice where he has been working part time . It is a lot nearer to his home and will mean he gets to spend more time with his young family. We wish him luck and many happy patients.



Improvement Lead : Emma Eastoe

Emma has been appointed as our new Improvement Lead. Emma will take responsibility for the day-to-day running of the prescription's and patient Support Teams, alongside improvement projects for the practice. She is also a member of our Practice Management Team.

Nicola McNichol: Medicines Optimism Pharmacist

Nicola McNicol, Medicines Optimisation Pharmacist started at The Lakes practice at the beginning of October. Nicola is part of the Cumbria Medicines Optimisation team employed by North of England Commission Support and Nicola's role is to support the Medicines Manager, GPs, nurses and the wider prescribing team with improving quality of prescribing in practices. Currently at The Lakes Nicola's focus is supporting the work of the quality incentive scheme in relation to prescribing and also undertaking medication reviews for new nursing home patients. Nicola's regular day at the practice is on a Monday. She also covers two practices in Carlisle and also one in Keswick.

New Phlebotomist : Fiona Hullock

Fiona worked within the Community Nursing Team as a Phlebotomist/HCA before starting here in December.

She is married with four children, Mat, Joe, Charlotte and Jack and is a grandma too! (or a 'glam ma' as she prefers to be called)

She lives at Dufton, where she can be seen walking with her dog Bob.

Welcome to the team Fiona.



Practice Management Team

If you are a patient who has a particular concern and wishes to speak to the "Practice Manager" ,please note that we now have a Practice Management Team, rather than an individual Manager. The team members are Dr Rachel Preston, Nicola Webb, Iris Cheshire, Sue Birkbeck and Emma Eastoe.

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.

	Sep	Oct	Nov	Dec	Total
GP's	22	33	34	23	112
Nurses	67	63	62	50	242
HCA	78	102	117	57	354

708 = 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:

Thurs 16th Feb '17 / Wednesday 22nd March '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
MIndline Cumbria	03005610000	Podiatry/Chiropody	01768 245628	Morrisons Pharmacy	01768 862055
Hospital Transport	08000323240	Emergency Dentist	01228 603900	Penrith Health Centre Pharmacy	01768 864761
Cumberland Infirmary	01228 523444	Sexual Healthline	08456583131	Sainsburys Pharmacy/Lloyds	01768 245808

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