



THE LAKES MEDICAL PRACTICE



Surgery Activity at a Glance:

In October, November, December 2015 and January 2016, we provided 10,338 telephone consultations. Had 3670 face to face GP appointments, 481 home visits, 2,938 Nurse appointments, 4,025 HCA appointments. 438 new patient registrations and cared for 138 visitors!

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Community Pharmacy Minor Ailment Scheme

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

- Pain and inflammation
- Skin conditions such as eczema, acne, scalp disorders, hay fever and nappy rash
- Digestive disorders like constipation, diarrhoea, haemorrhoids and stomach upsets.
- In Pregnancy : Heartburn, coughs and colds, headache backache, head lice.
- Mouth Problems, such as oral fungal infection, mouth ulcers/inflammation and teething.
- Children: Pain fever, ear ache coughs colds and snuffles. And many more things. 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.

New telephone system

We have introduced a new Avaya telephone system at the practice. The new system includes integrated voice mail and queuing, so you are aware of where you are in the queue. We hope to offer a video conferencing in due course.



Just a reminder. If you have had medication from here which is not on your repeat list you can still leave a message on the Prescription line. This will save you having to wait for a receptionist to answer. Please follow the prompts on the main answer message for options. If there are any issues with giving the prescription someone from the prescription team will contact you.

Patient Access

We continue to register patients for the new online Patient Access. With this you can access certain parts of your records, book appointments and order your medication on line. It is designed to make your patient experience easier and more convenient as it can be accessed out of practice hours. Please come into the surgery to pick up your access details. Please note we will need to see Photo ID.

GP Practices are required under the GMS and PMS contracts to offer patients access to detailed coded data in their GP records by 31.3.16. We are working towards making this data available via Patient Access - look out for further information on the website.

The Bridgeway sexual Assault Support Service.



SEXUAL ASSAULT SUPPORT SERVICE

Helping you from crisis to confidence

The Bridgeway is a dedicated service that helps men, women, children and young people in Cumbria who have been raped or sexually assaulted, either recently or in the past.

They offer a safe and non-judgemental environment that focuses on your needs. They aim to provide you with information about the options available to you and will support you in the decisions that you make.

Their services include emotional and practical support, counselling, immediate health care, and forensic evidence collection. Where they don't provide the services you require at The Bridgeway, they know what other support is available and can help you to access it.

For free and confidential advice, please call the 24/7 helpline on 0808 118 6432.

If you are in danger it is important that you call the Police on 999 in an emergency or 101 in a non-emergency

Please visit www.thebridgeway.org.uk for more details.

First Steps: Talking therapies to help manage depression and anxiety -Tel: 03001239122

First Step provides free talking therapies to adults in Cumbria with common problems such as mild to moderate depression and anxiety disorders. They are part of the national Improving Access to Psychological Therapies (IAPT) programme.

How can they help?

Feelings First Step can help you manage include:

Depression /Anxiety - for example, panic attacks, phobias, obsessions or chronic worry

Problems that remain longer than you would expect following a traumatic incident - for example, an assault or a car crash.

What they will do

Listen: Their trained practitioners will listen to you and try to understand how you have been feeling. We'll help you decide what to do next.

Direct: We'll suggest good sources of self-help information. We may simply point you to ways you can help yourself, or we may recommend a talking treatment.

Treat: Talking treatments give you time to discuss your thoughts and feelings with your practitioner and most importantly work with you to identify positive actions you can take.

If you they can help, ask your GP if they think First Step is right for you. If they agree, they will refer you to the service. This is usually the best route as it allows your GP to consider a range of options for you. You can also refer yourself by telephoning **0300 123 9122** within office hours. Their staff will collect some basic information and arrange things from there.

Ways to Wellbeing

Workshops:

Change your Thinking Get Active
Sleep & Relaxation Overcome Worry

Contact First Step on **0300 123 9122**
or visit our website for more details
www.firststep.cumbriapartnership.nhs.uk



Team News

Our Business Manager Jayne Edwards left the practice at the end of January to start work in Cumberland Infirmary as a Service Improvement Learning manager.

She will be a sadly missed member of our team as she was an important driving force behind many of the changes for the better within the practice. She was integral in the practice receiving a good CQC review . We will all miss her on a personal and professional level as she was a warm, caring person who was patient focussed and forward thinking. The Cumberland Infirmary should prepare themselves for some major changes for the better now Jayne Edwards is there!

We wish her all the best in the future, and hope she doesn't miss us all too much!

Dr Ashley

Dr Kenyon has recently changed her name to Dr Hannah Ashley after she was married in Oct 2014. We would also like to say a huge congratulations to her on the birth of her son Thomas on the 10th December 2015. Dr Ashley is hoping to come back to the practice at the end of the summer.

Dr Gareth Smith

We are happy to let you know that Dr Smith will be re-joining the practice in April when he finishes his GP training.

He will initially work two days per week.



Trish Birtle –Welcome to the Team

Trish is a nurse with 32 years experience working in Eden. She has been ward manager in Penrith Hospital, worked as a District Nurse and developed day services and Intermediate care services in Eden. Latterly in her career she moved into management and has spent time working in the Cumberland Infirmary helping to assist patients return home. The move to working at the Lakes medical Practice has given Trish the opportunity to work more closely with patients which is the reason she became a nurse in the first place. Trish will be supporting the Clinical Team to look after our patients who are housebound and also our patients who live in nursing and residential homes.

Trish lives in Penrith with her Husband and dog. She has three grown up children.



Jenni McCreadie is now Mrs Mitchell!

We would like to say huge congratulations to Jenni who married Darren Mitchell, her childhood sweetheart on 16th January. Jenni works in both our Admin and Medicines departments.

I'm sure you will join us in wishing them a long and happy married life together.



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.

	Oct '15	Nov '15	Dec '15	Jan '16	Total
GP's	14	23	15	19	71
Nurses	75	85	66	57	283
HCA	71	71	52	61	255

609 = 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: Thursday 17th March/
 Wed 20th April/ Thurs 19th May/ 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 Response 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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