



THE LAKES MEDICAL PRACTICE



Surgery Activity at a Glance:

In June, July, August, September and October 2017 we provided **12852** telephone consultations. **4609** face to face GP appointments, **950** home visits, **4249** Nurse appointments, **5190** HCA appointments. **310** new patient registrations and cared for **108** visitors!

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When to call us and what for.

We take approximately **300** calls per day at the practice for various different reasons, so we thought you may be interested to learn the best times to call and what you can, or should be calling us for. This enables your patient experience to run more efficiently.

If you have an Urgent life-threatening emergency you should call 999 immediately.

If you have recently received hospital treatment and require a sick note, you would need to call the department you went to at the hospital. If the sick note is for an ongoing matter you have seen or spoken to a GP here about, it would be us you call. (You can self-certify for the first 7 days of any illness).

If possible, please do not call before 11am for any test results or to book routine appointments, as we like to keep the phone lines free for patients who need to be able to book in for same day call-back appointments.

If your enquiry is regarding a hospital referral please contact the Patient Contact Centre at the Cumberland Infirmary, Carlisle on 03447760003 or the Appointments Booking Office at the Westmorland General Hospital on 08450559990 who will clarify where you are on the waiting list.

If you have a minor ailment, such as a cold, cough or heartburn etc., you can go into your local pharmacy and ask to speak to the Pharmacist. They can advise on whether you need to see a GP or they may be able to prescribe medication on the NHS via the minor ailment scheme.

If you are requesting medication you have had from us before, please press the relevant number dictated on the recorded voice message and the prescriptions team will deal with the request- Patient Support team members do not deal with requests or call us back if there are any issues.

Flu vaccination update



So far this season we have given over **2400** adult and child flu vaccinations.

This year we are offering the **quadrivalent** flu vaccine. This is designed to protect against four different flu viruses; two influenza A viruses and two influenza B viruses. Adding another B virus to the vaccine aims to give broader protection against circulating flu viruses.

Please do not hesitate to book your flu jab at the surgery, we have plenty of appointments and if you receive the flu jab here it helps to support other services the practice provides - thank you.

Current Patient list size is:
10,028

Winter bugs—the best way to protect yourself

Washing your hands is one of the easiest ways to protect yourself and others from illnesses such as food poisoning and flu.

But what's the best handwashing technique? Washing your hands properly should take about as long as singing "Happy Birthday" twice (around 20 seconds). Use the following steps (just like Dr Rachel Preston opposite)



Why is it so important to wash hands properly?

Washing your hands properly removes dirt, viruses and bacteria to stop them spreading to other people and objects, which can spread illnesses such as [food poisoning](#), [flu](#) or [diarrhoea](#).

"Hands are easily contaminated with faecal bacteria [poo] when going to the toilet and this can be easily spread on to other things you touch, including food," says Professor Jeremy Hawker, a consultant epidemiologist at Public Health England.

"Unfortunately, not all people consistently wash their hands after going to the toilet or before handling food.

"Washing your hands with soap and water is sufficient to remove dirt, viruses or bacteria and it can reduce the risk of diarrhoea by nearly 50%."

Take on anxiety and low mood head-on

The winter months can be a hard time for some, with the reduced daylight hours, stress of family over Christmas, and sometimes loneliness. Coping with Chronic conditions such as CHD, diabetes and COPD can make things even harder.

First steps offer a way to improve your wellbeing and quality of life with an online supported programme tailored to your specific needs. It's called SilverCloud. It offers secure immediate access to your programme. Supported by Clinicians, which you can access via phone, tablet or computer in the comfort of your own home.

It equips you with the skills to take charge of your emotional wellbeing. You can work at your own pace, and your advisor will provide feedback and guidance. It is easy to use accessible and it works.



You can access this by referring yourself to First Step online at :
firststepcumbria.nhs.uk

Useful information and staff updates

Claire Wiltshire leaving us.



Our patient Support team are bidding a sad farewell to Claire who has worked with us for over 11 Years.

She will be sadly missed. We wish her all the best for the future and hope she gets lots more Wainwrights and world cities ticked off her list over the coming years.



Sue Birkbeck cycle ride.



My name is Sue Birkbeck and I work in the Practice Management Team here at The Lakes Medical Practice.

I am cycling from the Taj Mahal to Jaipur in northern India in November 2018 to raise funds to fight breast, cervical and ovarian cancers.

The trip is being arranged through Action for Charity

www.actionforcharity.co.uk

I am self-funding my own flights, accommodation and admin fees therefore ALL the money

I raise will go to the three charities:

Breast Cancer Care

Jo's Cervical Cancer Trust

Ovarian Cancer Action

Any donations to support the work of these three very important women's cancer charities would be much appreciated.

It is hoped that this challenge will raise more than £3000,000 in total – money that can make a real difference.

Many thanks.

Sue



New Patient Support Team member Ruth Pickering



Ruth joined our team in November, having previously worked as a Dental Nurse for 40 years. She is learning the ropes very quickly.

Ruth grew up in Essex but moved to Cumbria in 2013 with her husband. She has 3 children and 5 grandchildren who keep her busy, as well as her garden, reading and jigsaw puzzles.

Lori Very had a baby Boy and Dr Staines welcomes a baby girl.

We are happy to announce that our Physicians Assistant, Lori Very, has had a lovely baby boy called Barnaby. We wish her a wonderful maternity leave and lots of sleep!

Dr Staines' wife has also given birth to a beautiful little girl - we wish the family lots of health and happiness.



PLEASE NOTE WE ARE CURRENTLY IMPLEMENTING SOME CHANGES IN THE AREAS IN WHICH PATIENT SUPPORT, ADMIN AND SECRETARIAL TEAMS WORK WITHIN THE PRACTICE. WE APOLOGISE FOR ANY INCONVIENIENCE THIS MAY CAUSE, BUT THE MOVES SHOULD MAKE YOUR PATIENT EXPERIENCE BETTER FOR THE FUTURE.

Appointments Attended—Thank you!

Listed below are the numbers of appointments which patients **did** attend over a 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	July	August	September	October	Total
GP's	911	933	979	850	936	4609
Nurses	598	786	710	1025	1130	4249
HCA	881	776	928	1247	1358	5190

14,048 = TOTAL NUMBER OF PATIENT APPOINTMENTS ATTENDED IN THE LAKES MEDICAL 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 – 08.30-18.30 (phones are available from 08.00)

OUT OF
HOURS

Tel No:

Saturday 08.30–11.30 (no telephone service- Pre-booked GP appointments ONLY)
We will be closed Christmas Day and Boxing day -otherwise we are open as usual.

111

The Practice will be closed from 1pm for training on:

Wednesday 17th January 2018, Thursday 8th February and Wednesday 14th March.

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	Lloyds/Sainsburys Pharmacy	01768 245808

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