

# THE LAKES MEDICAL PRACTICE



## Surgery Activity at a Glance:

In January, February, March, April and May 2017 we provided **13,398** telephone consultations. **4,969** face to face GP appointments, **919** home visits, **3,314** Nurse appointments, **4,471** HCA appointments. **322** new patient registrations and cared for **78** visitors!

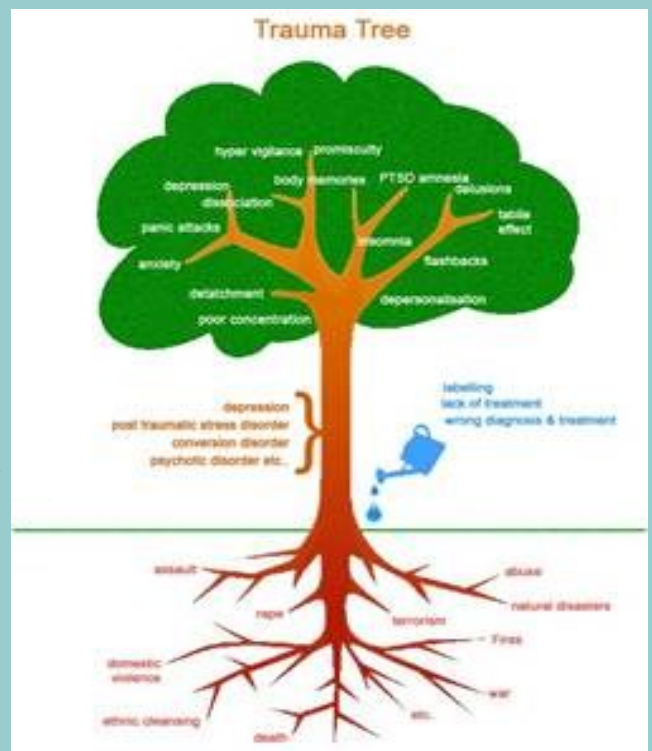
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## Abigail Finnegan: Psychotherapy at LMP

We are presently providing two days of psychotherapy appointments within the LMP which can be discussed with your GP. Many people looking for emotional support wonder (rightly!) about the differences between different types of therapy, and how they might benefit them. At the Lakes we provide **trauma focused Integrative Psychotherapy**. This means that we consider how your symptoms and behaviours may originate from adapting to traumatic experiences, including bereavement, childhood sexual abuse and domestic violence. Recovery from trauma can be seen as a goal, and looks at strengthening you so that this may become possible.

An integrative approach recognises that each person is an individual, with individual needs, that may not be suitable for a one-size-fits-all approach such as Person-Centred counselling, or Cognitive Behavioural Therapy - rather it will use interventions from a range of modalities to help the individual recover, grow and develop in a way that is right for them, and responsive to their individual needs.



## Men ACWY vaccine.

From April 2017, all those aged 17 and 18 years old (born between 01/09/1998-31/08/1999), most of whom will be leaving school in summer 2017, are eligible for a MenACWY vaccination.

You are also eligible for this vaccination if you are under 25 and are going on to higher education for the first time. This vaccination is important as Meningitis W cases have continued to rise and in some cases have been fatal.

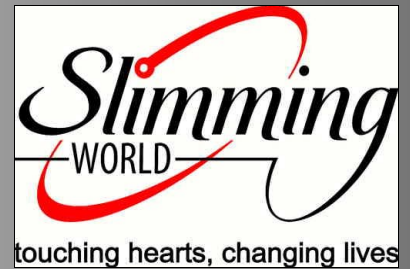
Appointments are available to book now with our Practice Nurses.

Current Patient list size is:  
**9,999**

## Free Slimming World referral

To be eligible for the programme, the person must be

- Aged 18+
- Resident in Cumbria
- Registered to a GP practice in Cumbria
- Exhibit a BMI of 28 or over



The programme cannot accept referrals for patients who:

- Have an underlying medical cause for obesity, significant comorbidities or complex needs that indicate they would benefit from intensive clinical management rather than a Community Weight Management Programme.
- Currently attending a self-funded weight management programme, or have done so in the last three months.
- Previously attended a community based weight management programme commissioned by Cumbria County Council (including the 2015-16 pilot provided by Slimming World and others), or have been referred to the National Diabetes Prevention Programme, Healthier You.

### Pregnancy and Breastfeeding

Women who are pregnant or breastfeeding may be referred to this programme, if a health professional feels this is clinically appropriate.

Below are brief details of the Slimming World programmes which will help you make your decision whether to join:

The course is free on referral - you will be entitled to 12 weeks course at Slimming World (If eligible) You will need to contact slimming world on the telephone number 0344 892 0400 prior to joining a group to be eligible for the programme - if you do qualify they will send your joining pack within 5 working days.

You will be asked some questions when you call so please have the referral form we supply you with to hand.

The Slimming World helpline will find you a local course. If you are still unsure or nervous after speaking to the helpline the local consultant can be asked to contact you to tell you more about the course before your first attendance.

## Coping with Anxiety- with Abigail Finnegan

“Anxiety and worry are the normal ways our bodies tell us that something is not right. Often anxiety and worry can be related to specific things, like problems at work, or financial worries. Often, once that thing has changed, or gone, the anxiety and worry leaves with it. Sometimes however anxiety and worry can go on for much longer and not seem to have a “thing” or reason attached to them. When this happens the person feeling that may begin to feel out of control, feel like they are “going mad”, can struggle eating normally, may drink too much, may stop going out, may struggle with living a “normal” life.

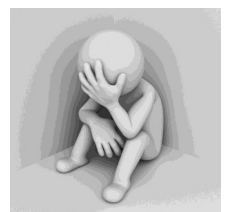
I want to tell you that firstly anxiety and worry are a normal part of being human, and are also the working of a strong and healthy brain that can be a little overprotective. There are also differing ways you can help reduce this feeling.

**Vagal breathing** is a fantastic skill that no one need know you are doing but which can help you feel a little calmer in the moment, and also strengthen your **Vagus Nerve**, which if “lax”, can also contribute to the physical sensations of anxiety which can be troubling, such as heart palpitations and loose bowels.

To try this sit in an upright chair, with your feet planted firmly on the ground, with your back against the back of the chair, and feel the seat supporting you in that position. Close your eyes and breathe in deeply for a count of 4, slowly breathe out for a count of 6, and hold your breath for a count of 1.

Repeat this 4 times and, if you can, notice your heart rate decrease, notice your mind clearing of other thoughts as you focus on your breath, and notice any tingling sensations in your hands or legs.... This is your body enjoying the feeling of oxygen travelling around your body”

You may also like to try the Headspace app.



## Useful information and staff updates

### PPG Suggestion Box

In the waiting area there is a suggestion box for the Patient Participation Group. If any patients would like to provide feedback on the services provided by the practice. Your suggestions will be passed to Jenni Mitchel at the surgery and she will feed it back to the members of the PPG. Please note we are not currently recruiting for any new members.



### Musculoskeletal (MSK) Practitioner Pippa Tallis

Pippa is pleased to join the Practice as part of a local initiative to provide appropriate and prompt management for msk (joint, muscle, ligament) conditions. Pippa has worked in the Penrith area for over 20 years, specialising in musculoskeletal management.

She has started cycling to work from her home in Askham on sunny days (only) so if you see her struggling up Kemplay bank, please give her a push!

### Flu Vaccinations : Available to book from August

Flu appointments will be available to book from August 2017 for clinics in late September onwards. We will be offering Saturday mornings and weekday daytime clinics.

This year we are offering the **quadrivalent** flu vaccine which is designed to protect against four different flu viruses; two influenza A viruses and two influenza B viruses. This vaccine aims to give improved protection against circulating flu viruses in comparison to the trivalent vaccine which was the only vaccine available in previous years. Please be aware that some GP surgeries and local Pharmacies may only be providing the trivalent vaccine again this year which will not offer as broader protection.

### Staff milestone birthdays



Three of our wonderful team have had special birthdays. Our HCA Nicky Hicks has turned fabulously 40. Debbie Hodgson, our Nurse is nifty at 50 and our Patient Support member Kirsty Hetherington has turned 21. They all had a great time celebrating and eating lots of birthday cake.



### Congratulations on your exam results Nicola and Debbie !

We have some fabulously clever staff here at the Lakes and are pleased to say that our Nurses, Nicola and Debbie are two of them. They have both excelled in their individual exams.

Nicola is now a fully qualified Nurse Prescriber, gaining a high first class pass.

Debbie Hodgson is now fully qualified in Cervical screening. Gaining an A grade. Well done both!

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

## 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.

|        | January | Feb | March | April | May | Total |
|--------|---------|-----|-------|-------|-----|-------|
| GP's   | 29      | 24  | 33    | 16    | 39  | 141   |
| Nurses | 57      | 53  | 37    | 26    | 43  | 216   |
| HCA    | 58      | 68  | 67    | 42    | 38  | 273   |

**630** = TOTAL NUMBER OF APPOINTMENTS IN 5 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 – 08.30-18.30 ( phones are available from 08.00)

Saturday 08.30–11.30 (no telephone service- Pre-booked GP appointments ONLY)

OUT OF  
HOURS

Tel No:

111

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

Wed 20th September, Wed 11th Oct, Thurs 16th Nov 2017 and Wed 17th Jan 2018

### Useful Contact Numbers

|   |              |  |                            |                                   |               |
|---|--------------|--|----------------------------|-----------------------------------|---------------|
| Penrith Hospital                            | 01768 245555 | District Nurses                          | 01768 245606               | Boots Pharmacy                    | 01768 862735  |
| Penrith Hospital<br>Minor Injuries          | 01768 245569 | Health Visitors                          | 01768 245615/620           | Well Pharmacy                     | 01768 862 695 |
| X-ray Department<br>(Mon-Fri 9-12am /1-3pm) | 01768 245575 | Eden Community Re-<br>sponse Team (ECRT) | 01768 245577<br>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<br>Centre Pharmacy | 01768 864761  |
| Cumberland Infirmary                        | 01228 523444 | Sexual Healthline                        | 08456583131                | Lloyds/Sainsburys<br>Pharmacy     | 01768 245808  |

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