



Surgery Activity at a Glance:

In July, August and September 2018, we provided 6,965 telephone consultations. 2,241 face to face GP appointments, 435 home visits, 2,331 Nurse appointments, 2,753 HCA appointments. 201 new patient registrations and cared for 77 visitors!



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We are very happy to be celebrating our Birthday! It is now 10 years since the Corney Place and Bishops Yard Practices were merged to form The Lakes Medical Practice.

We were delighted that we ended the 10 years with an Outstanding rating from the Care Quality Commission.

We continue to strive to offer excellent patient care, however if you feel there are any ways in which we could improve the service you receive, please do not hesitate to let us know.



CHoC Extended Access Service (CHEA)



The CHoC Extended Access Service (CHEA) provides evening and weekend pre-bookable routine appointments with GPs, Nurses and Pharmacists. The service is available in North Cumbria, which makes it easier for you to get a routine appointment at a time that suits you.

The NHS 111 and the CHoC Out of Hours service is still available for unplanned primary health care needs.

Appointments are available from 6.30pm on weekday evenings and from 8am on weekends. Everyone registered with a GP practice in Cumbria can access these appointments. Temporary residents can also access the service providing they are registered as a temporary resident with a Cumbrian GP practice. A CHEA appointment is just like an appointment at your own GP practice; they are for routine primary care health needs.

You will be seen by experienced GPs, Nurses and Pharmacists but it is unlikely you will be seen by your own GP or Practice Nurse. If you would prefer to see your usual GP or Practice Nurse, please book an appointment directly with them during normal practice hours .

Flu— Have you booked your flu jab with us?

Flu leads to hundreds of thousands of GP visits and tens of thousands of hospital stays a year. In the UK an average of 8,000 people die per year from complications of flu. Last year flu killed 15,000 people and the year before that it was 16,000 people.

Apart from protecting individual people, getting the flu vaccine helps to reduce the spread of the disease, and so reduces the chance of passing on the flu virus to other people who may be at risk.

You can catch flu all year round, but it is especially common in winter, which is why it is also known as seasonal flu.

Some of the main symptoms of flu include:

- High temperature (fever) of 38C (100.4F) or above
- Extreme tiredness and weakness
- Headache
- General aches and pains
- Dry, chesty cough
- Cold-like symptoms

Flu can make you feel so exhausted and unwell that you have to stay in bed and rest until you feel better.



If you are eligible for the free NHS flu vaccine we ask that you support the us by having your vaccination here at the surgery.

We have clinics available to book into now!

The Happy Parent Support Program

Parents of school age children are invited to register their interest in the following 8 week Happy Parent Support Program which will help you deal with challenges you might face as a parent of school age children. It will show you how to:

Prevent stress and feeling overwhelmed

Prevent depressive and anxious feelings taking over your life

Learn how to handle your child's behaviour without personalising it

Learn how manage your anger and stop being reactive to your child's behaviour

Increase the emotional wellbeing of your children

Discover how to make time for yourself without feeling guilty

Stop feeling consumed by your mountain of never ending responsibilities

Rediscover the passion and intimacy in your marriage

End useless and harmful self-criticism, guilt and doubt

Please keep an eye out for the message and respond as soon as possible! We are hoping programmes will start in November.

Wedding Bells for Mrs Hadley & Mrs Kirkwood!

Wedding bells have been ringing for two of our staff recently. Kirsty, who works as part of our Patient Support Team married Dean in July. They had a fabulously hot and sunny day for it.

Our healthcare assistant, Kerry also got married to Alistair in mid August with a wonderful log cabin ceremony.

We would like to wish them both love, health and the happiest of marriages.



- Lori Verey is now back at the surgery after her maternity leave- She currently works part time as a Physicians Associate.
- You may notice some new faces at the practice over the coming months. As part of our role as a training practice we welcome trainee doctors to work and train within all the different aspects of GP practice.
- Dr Preston has been appointed as Cumbria Health on Call's new Chair Person. This **does not** affect her role as Lead GP here, she will still continue to work within the practice on Mondays, Tuesday and Wednesdays as usual. Susan Blakemore, CHO Chief executive said of the appointment: "Dr Preston brings a wealth of experience following her years in primary care both as a GP and as part of the clinical commissioning group"

We no longer provide travel clinics or travel health advice in the practice.

You can access travel clinics locally at Boots or Dalston Pharmacy

If recommended by the local travel clinic we can provide the following vaccinations free on the NHS to travellers:

- Hepatitis A
- Diphtheria, Tetanus and Polio (DTP)
- Typhoid



Appointments for the above vaccines are only available if you have been advised they are required by a travel clinic. **Please give a least 4 weeks' notice** when booking an appointment with the practice nurse. Please bring any travel clinic documentation with you and the nurse will check eligibility and administer the vaccine.

Please note that appointments for travel vaccines are not available on the day or at short notice.

Any other vaccinations required and travel health advice should be provided by the travel clinic.

Appointments Attended & Did Not Attend Policy

Listed below are the numbers of appointments which patients **did** 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.

	July	August	September	Total
GP's	679	828	734	2241
Nurses	730	774	827	2331
HCA	797	863	1093	2753

7,325 = TOTAL NUMBER OF APPOINTMENTS **ATTENDED** IN 3 MONTHS

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- 19:30 Phones active from 8am-18:30

Saturday : Open one Saturday per Month 08:30-11:30

Closed Xmas Day ,Boxing Day and New Years Day.



It's not a 999 emergency. But you need medical help fast.

There's now
1 1 1
number to call.



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

14th November 2018 , 17th January 2019 13th February and 14th March 2019.

Useful Contact Numbers

Penrith Hospital	01768 245555	District Nurses	01946853333	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
Mindline Cumbria	03005610000	Podiatry/Chiropody	01768 245628	Morrisons Pharmacy	01768 862055
Hospital Transport	08000323240	Emergency Dentist	01228 603900	Penrith Health	01768 864761
Cumberland Infirmary	01228 523444	Sexual Healthline	08456583131	Sainsburys	01768 245808

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

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