



THE LAKES MEDICAL PRACTICE



Surgery Activity at a Glance:

In July, August and September we have made 7621 call-backs. Had 3012 face to face GP appointments, 363 home visits, 2073 Nurse appointments, 3388 HCA appointments. Signed up 237 new patients and cared for 162 visitors!

Named GP	1
Patient Access	1
Flu Jabs	1
NHS 111	2
Women V Cancer	2
EPS2	2
Repeat dispensing	2
Staff News	3
Non attendance figures & DNA policy	4
Surgery times	4
Contact information and useful numbers	4



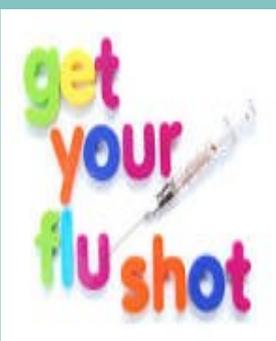
All the doctors and staff at the practice would like to wish you all a happy and healthy Christmas and New Year. We hope that you all stay safe and warm and look out for those who may be vulnerable as the weather turns colder.

Named GP.

All patients have a named GP who is responsible for their overall care at the practice, please contact us if you wish to know who this is, and if you have a preference as to which GP it is, the practice will make reasonable efforts to accommodate this request.

Patient Access

So far we have signed up 332 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. Its 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.



To find out if you are eligible to receive a free flu jab, please contact our Patient Support Team at reception.

Please support your surgery by having your flu vaccination at the Practice.

So far we have given over 1700 Vaccines and would like to thank you for supporting our campaign if you have already had your vaccine done at the Surgery.



Just a reminder... Please try to use the Self check-in screen to book in on arrival. This can only be used if you have already booked an appointment. Simply follow the onscreen instructions. If you get stuck, don't panic! Simply return to the reception desk for assistance. We will take you through it so next time it's not so daunting.

Remember you can have your say and leave feedback on your GP experience in the surgery via www.iwantgreatcare.com

iWantGreatCare

NHS 111 (Starting 22/10/15)

NHS 111 is a Department of Health idea for a single point of access for urgent care which seeks to improve and simplify access to non-emergency health care by providing a memorable three-digit telephone number that is free to the caller.

By calling NHS 111 callers get immediate access to clinical advice on their condition or are triaged over the phone and then signposted to the appropriate services.

If the reason for the call turns out to be an emergency, the call will be immediately passed to ambulance dispatch, which will then be managed just as if you had dialled 999. The line is staffed by a team of fully-trained call handlers supported by experienced senior clinical advisors, who will assess the symptoms and then signpost the caller directly to the most appropriate place of care.

Whether an out of hours doctor, a district nurse, a 24 hour chemist or an emergency dentist is needed, the NHS 111 team will make sure service users get the right help, first time.

The NHS 111 service is available 24 hours a day, 365 days a year. Calls from landlines and mobile phones are free - just like 999.

When to use 111, you should call 111 if:

- It's not a 999 emergency
- You think you need to go to Emergency Department or another NHS urgent care service
- You don't think it can wait for an appointment with your GP
- You don't know who to call for medical help

For less urgent health needs you should still contact your GP in the usual way.

For immediate, life-threatening emergencies, you should call 999.

Women V Cancer Ride the Night Challenge.



Sue Birkbeck our fantastic Senior administrator, is taking part in Women V Cancer Ride the Night Challenge—biking 100km through London on the 28th May 2016. I'm sure you will join us to wish her the best of luck. Sue has a sponsorship link if you would like to help her raise funds. Or we have a sponsorship form in reception if you can help at all. The funds raised are being spread across Breast Cancer Care, Jo's Cervical Cancer Trust and Ovarian Cancer Action. For more information please see www.ridethenight.co.uk

EPS 2—Electronic Prescribing & Repeat Dispensing.

As some of you may be aware we are now not issuing many paper prescriptions. This is because we are sending prescriptions through EPS2 (electronic prescribing) to the pharmacy of your choice, streamlining the process. This hopefully cuts down time for everyone involved. If you haven't already nominated a pharmacy of your choice please contact the surgery.

Also please avoid selecting the Surgery for collection if you can help it.

If you or someone you care for or use the same medicines regularly, you may not need to get a new prescription every time you need more medicine. This means you won't have to come into or call the surgery to put repeat requests in. It will all be taken care of by the NHS dispensing pharmacy of your choice.

If you feel you may be interested in doing this please contact a pharmacy or our Medicines Management Team.

Team News

Goodbye Dr Sanders

Dr Tim Sanders has now left his role as GP Partner and GP trainer after 3 years at the Practice. He has left to further develop his role in clinical education within the region. He is going to continue to live in the area and would like to stress that he has very much enjoyed his time at the Practice working with the staff and patients.



Two new medical Students starting

You may notice some new faces towards the end of October/beginning of November as we have two medical students here shadowing the GP's and Nurses in everyday consultations. Permission will be requested prior to them doing this.

Welcome Dr Juliet Rhodes

Dr Juliet Rhodes has worked in general practice since her move to Cumbria in 1995. She has been a partner with Fellview Healthcare, the largest practice in Copeland with 22,000 pts and 4 surgery sites for the last 14 years. Since November 2014 she had also been the lead GP for Copeland, working to improve care for patients through this role with Cumbria CCG.

She has many years of experience in general practice with particular skills in women's health and contraception, minor surgery, rheumatology and dermatology.

Over recent years she has undertaken considerable work in her former practice to develop better access for patients and improved services. She helped to initiate a Patient Participation Group for the practice which has been very successful in supporting patients and the practice team to deliver improvements in healthcare. She has been the practice lead for referrals management since the scheme started, streamlining referrals within the practice to ensure patients get the most cost effective care that follows national and local guidelines for best practice.

Her move to the Penrith area has been triggered by the sudden and sad closure of St Bees School on the west coast this summer. Her twin daughters are now happily settled at their new school in Penrith. When she is not at work she is a passionate gardener and is looking forward to developing the acre of new garden she has to the standard of the last one in St Bees which she opened for charity under the National Gardens Scheme. She has taken up playing the piano again after 30 years with limited success and also tries to fit in some cycling, baking, sewing and painting when she can around family commitments!

Dr Rhodes is delighted to be joining such a successful and well organised practice which prides itself in delivering high standards of care to its patients.

Welcome Helen Mattinson- Practice Nurse

Helen joins us from Grosvenor House practice in Carlisle to become part of our Duty Nursing team. She will be working Tuesdays, Wednesdays and Fridays and will be starting in November.

She lives in the local area with her husband and two children.



Goodbye Dr Hameed

Dr Hameed has left the Practice. She is continuing to work in the North West so you may see her again if you visit any of the hospitals near by. We wish her good luck and continued success

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.

	July	Aug	Sep	Total
GP's	22	16	14	52
Nurses	54	35	70	159
HCA	51	53	86	190

401 = TOTAL NUMBER OF APPOINTMENTS IN 3 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

Christmas Eve - 08.00-19.00

Christmas Day, Boxing Day, 27th & 28th December: CLOSED

29th, 30th December and New Years Eve :08.00-19.00



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	

03000 247 247
Cumbria Health On Call

The Practice will be closed from 1pm for training on: wed 21st Oct/Thurs 19th Nov.

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
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

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

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