



THE LAKES MEDICAL PRACTICE



Surgery Activity at a Glance:

In April, May and June we have answered 59449 incoming calls. Made 6,973 call-backs. Had 3360 face to face GP appointments, 386 home visits, 1983 Nurse appointments, 2806 HCA appointment. Signed up 120 new patients and cared for 111 visitors.!

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In **September 2015** we will be offering free Flu Jabs to patients in certain 'at risk' categories. At risk patients include those who suffer from a chronic illness such as COPD, Kidney Disease, Hepatitis, Parkinson's, HIV, Diabetes etc. If you are a carer, Social Worker, Health Care Worker, are pregnant or aged 65 or over, you will also be entitled to the free jab.

The Flu Vaccine for children is given in nasal spray form and is on offer within the practice to 2, 3 and 4 year olds. (We are NOT offering this service to primary age school children this year, although school nurses will be administering nasal sprays for those in years 1 and 2.)

Studies have shown that the flu vaccination does work and will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary from person to person, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

Please contact a member of our Patient Support Team in August if you would like to be booked into one of our clinics. An appointment is not always necessary and it may be possible that your vaccine can be given opportunistically if you are in the Practice for any other reason. Housebound patients and those in Care homes will be visited by a clinical member of staff.



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

A new meningitis ACWY vaccine is being introduced from 1/8/15 for Year 13 pupils and all new starters at University. It is a catch up programme in GP surgeries due to recent rises in the cases of meningitis caused by group W meningitis bacteria. We will be inviting those in year 13 group by phone in due course. New University starters will need to call us at the surgery if they require one.



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 via www.iwantgreatcare.com

iWantGreatCare

Sexual Health



Free Treatment

Contraception

Hepatitis B Vaccine

HIV Testing

STI Testing

Emergency Contraception

Chlamydia Screening

Condoms

Sexual Health Advice

Young people Clinic:

Solway Clinic, Hilltop Heights.

Mon, Tues, Fri 3.30-5pm

Penrith Hospital

Wednesday :1-2.30p,m

Newton Rigg, Penrith (Term time)

Tuesday: 12-1.30pm

Sexual Health Clinic

Solway Clinic, Hilltop Heights

Drop In

Mon,Tues, Fri 8.30-11.30am

Wed & Thurs: 4-7pm

Appointments

Solway Clinic: every Day

Penrith Hospital: Wednesday pm

Telephone :01228 608989

In the know, about where to go...

Menopause Matters

We are improving our service to all women in the Practice wanting advice about the Menopause. We would like women to be aware of the excellent information to be found on the Menopause Matters Website which is written by expert consultants in Menopause Management. Over the next 12 months Nurse Sandra Murphy will be inviting in women who are already using HRT for a review of their therapy to check they are receiving the best treatment and advice.

Breast Screening

Women between 50-70 (who haven't had a bilateral mastectomy) are being sent letters inviting them to attend for routine breast screening. Patients that are over 70 can self refer by telephoning 01946523370 if they haven't been screened within the last three years.

Neighbourhood Care Independence Programme.



The Neighbourhood Care Independence Programme is a new initiative providing older people and disabled adults with a range of activities and support. These are provided by a partnership of over 20 community groups and charitable organisations operating in local communities.

The service can help you to stay in your own home longer by accessing support for daily living such as wheelchairs, commodes, grab rails etc. There is practical support after hospital stays. Help with DIY jobs, hearing aid maintenance, and general money/ benefit entitlement advice on offer.

If you are looking for support to help you or a relative stay independent at home then please contact the helpline on 0844 967 1885 or e-mail: info@ncip.org.uk

Team News

Hannah Kenyon

Hannah is back at the practice after working in Ghana. She is here until the Autumn. And is enjoying being back at work within the NHS. Living in Ghana has given her an even greater appreciation of the wonderful service the NHS can provide.

Dr Gareth Smith will complete his GP training with us in August, and is leaving us to start back at his base GP Practice in Fusehill, Carlisle. He will be there for another 8 months before he fully finishes his GP training. After exams in November he has a provisional job offer from GP practice in Kirkbride. Other than this he plans to get out road cycling and finally persuade his son Felix to walk!



Dr Katie McConkey is also leaving us after completing a GP Returner course with us. She had been working in Khartoum, Sudan in a charity clinic for the past 12 years and was here to refresh her knowledge in current practices and how the NHS works now. She will be starting work in September at Birbeck Medical Group.

We hope you will join us in wishing them both good luck in the future.

Falls Prevention Exercise

There is a new strength and stability programme being run by Penrith Community Therapy Team. If you have a fear of falling, worried about your balance when doing normal activities or catch your foot or wobble off course when walking, you can self refer. Forms are available from the practice.

Eden Carers- Carers Clinics

Eden carers are coming into the practice on the 27/08/15 and 24/09/15 offering confidential one-to-one sessions, lasting up to 30 minutes with a support Coordinator. Monthly clinics are now held regularly in Shap and Kirby Stephen.

It is an opportunity for people who are carers to have someone to talk to and provide advice and support if necessary.

Contact your carers Coordinator to make an appointment near you, by telephoning them on 01768 890280 or e-mail: enquiries@edencarers.co.uk



Patient Access

So far we have signed up 287 patients for the new online Patient Access. With this you can access certain parts of your records, book appointments and order your medication. 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.

NB: You will need to bring in two forms of ID-(one picture).

Appointments Not Attended & Did Not Attend Policy

Listed below are the numbers of appointments which patients did NOT attend. 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.

	April	May	June	Total
GP's	22	25	19	66
Nurses	51	70	53	174
HCA	57	57	57	171

411 = 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

Monday-Friday	08:00 – 19.00	Phones active until 18.30	Out of hours Service Call 03000 247 247
Saturday	08:30 - 11:30 (No telephone service) These are pre -booked routine GP appointments		

The Practice will be closed from 1pm for training on: Thurs 17th Sep/ 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	Co-op Pharmacy	01768 862 695
X-ray Department (Mon-Fri 10-12am /1-4pm)	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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