

# THE LAKES MEDICAL PRACTICE



## Surgery Activity at a Glance:

**In April, May and June 2018, we provided 7261 telephone consultations. 2224 face to face GP appointments, 461 home visits, 1919 Nurse appointments, 2833 HCA appointments. 185 new patient registrations and cared for 51 visitors!**

Inspected and rated

**Outstanding** ★



We are extremely proud to report that the Practice was deemed Outstanding by the Care Quality Commission (CQC). The CQC are the independent regulator of health and social care in England. They found the Practice to be "Good" for being safe, caring and responsive and "Outstanding" for being effective and well-led.

The Inspectors who visited us in April found our patients were treated with kindness, respect and compassion. Our staff promoted lifestyle advice and were proactive with local schools. The staff were consistent and proactive in supporting people to live healthier lives and this was a priority as well as patients receiving person-centred care.

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The inspectors said: " There was a strong focus on continuous learning, improvement and innovation at all levels of the organisation. Staff were heavily invested in their roles and were empowered to develop their skills."

Our work with older people, working age people and those with long term lung conditions was good, and we were found to be outstanding for our work with families, children and young people and those with poor mental health or dementia.

Dr Preston said, "It's fantastic that the Practice team have been recognised as outstanding. All the staff are committed to continuously improving the services we provide for our patients. Working with our Patient Participation Group and other NHS services in the area we have been able to develop new roles and ways of working that impressed the inspectors. For example, our frailty nurse Trish, working with our housebound and elderly people, our Musculoskeletal Practitioner helping people with muscle and joint problems, our Physicians Associate supporting the GP's to assess and treat patients and our clinic team, working holistically to enable people to self manage long term conditions such as asthma and diabetes."

"In response to the very real need to support people's emotional health we have created an emotional health team providing therapy and support for individuals and families."

We welcome feedback to help us improve our service further, so please contact us at the surgery or via our web-site if you have any suggestions or ideas.

Here are some of the team celebrating our Outstanding Result.



# A day in the life... of an Emotional Health Practitioner: Abigail Finnegan



"I have been fortunate that most of my adult life has been working with meaning, with whichever "job" I have acting as a relationship. I embrace both my work and my relationships with the same passion and energy. I am currently studying for an MSc in Integrative Psychotherapy, and I provide trauma informed integrative psychotherapy here at The Lakes. I have a range of responsibilities in my current role where I also work with staff in a developmental role. My job plays to my strengths and allows me to offer skills that I have in a useful way. I could say that none of my days are typical, however I'll try to give you a flavour of how it normally goes.

Psychotherapy very much works with the emotional and physiological processes of an individual. I am particularly interested in how body and mind come together and where there are difficulties in either of these areas that are not instantly understandable I enjoy exploring "what lies beneath" to support my patients, and other clinicians, in finding solutions that improve a person's quality of life.

The majority of my patients have complex histories of trauma and abuse, which too often can result in extreme emotional and physical pain. If left untreated pain can manifest in symptoms such as joint pain, headaches, and insomnia.

On a normal clinic day I will see between 4 and 5 patients for a 50 minute session that is 1:1 where we may explore a patient's day to day life and challenges, or we may look at how events in the past may be affecting their functioning in the here and now. I always take a break between sessions to write up notes and prepare myself for the next patient. Therapy can be an intense process for both the patient and therapist and I have to ensure that I am fully present for my patient, whoever they may be.

Many of my patients are invited to think about how they look after themselves – self-care. This practice is something that I also have to pay attention to, to be the best therapist I can be. Self-care has become shorthand for having a manicure or a visit to a hairdresser – however it can also be much more than that. It's about cultivating the practice of looking after ourselves, as we might a loved one – making sure nutritious food is going into our bodies, taking exercise that's pleasurable, socialising, resting, working, paying bills – the sometimes mundane, but important, stuff that makes life both meaningful and possible."

## Patient Access– Join up today!

We highly recommend registering for Patient Access to those patients who have access to the internet.

The service can help you take more control over your medical needs. You can book/cancel appointments, order repeat medication view test results and view your medical records.

To apply we need to see two forms of ID and all patients need to have a valid e-mail address.



Reclaim your time,  
access GP services online

- BOOK OR CANCEL APPOINTMENTS
- ORDER REPEAT PRESCRIPTIONS
- VIEW TEST RESULTS
- VIEW AND SECURELY SHARE YOUR HEALTH RECORD
- SHARE HEALTH DATA FROM YOUR APPLE HEALTH APP WITH YOUR GP



Ask in reception for details or visit  
[patient.info/patientaccess](http://patient.info/patientaccess)



## Natalie Ruddick New Nurse



Following on from Kelly's departure, we now have a new Nurse. Natalie joined us in May, having previously worked as part of the Community Nursing team.

She has been nursing for over 13 years, so you are in very capable hands.

Natalie lives in Penrith and enjoys fell walking, cycling and spending time with grandchildren and family in her spare time. We welcome her to the team.

## Hannah Ashley Maternity leave

Dr Hannah Ashley has now started her maternity leave. She has had a baby boy called Samuel, a lovely new brother for Thomas.

All the staff at the practice wish her a happy and healthy maternity leave and many congratulations to her and her husband on their new arrival .



## Deborah Hodgson : Doppler qualification

Debbie, one of our Practice Nurses, has completed a course in Doppler studies.

Venous Doppler studies use a technique called Doppler ultrasound to evaluate blood circulation in the veins of the arms or legs. A device called a transducer is passed lightly across different areas of your limbs, directing high-frequency sound waves (ultrasound) at superficial and deep veins.

We offer the service in-house to our patients.

## Occupational Therapy .

Kirsty Franklin is an Occupational Therapist for the Eden district. She will be based here at the surgery between the hours of 10:00 and 16.30 every Tuesday and Thursday. Kirsty will work closely with our GP's to help patients who may be struggling post-discharge and to prevent decline in function and ability and aim to maximise occupational performance and independence levels.

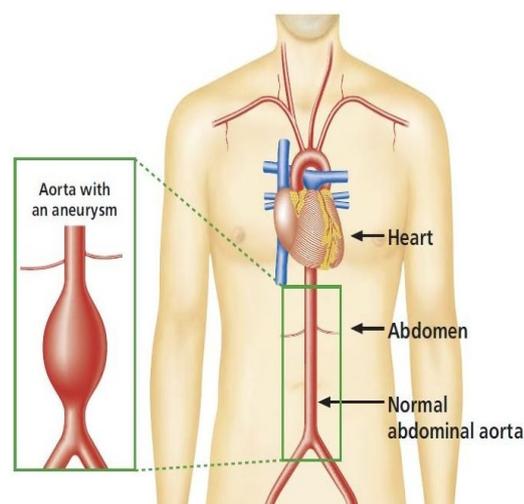
## NHS AAA screening

Ruptured abdominal aortic aneurysm deaths account for an estimated 2.1% of all deaths in men aged 65 and over. The mortality rate from rupture is high, with nearly a third dying in the community before reaching hospital.

The NHS abdominal Aortic Aneurysm Screen programme aims to reduce deaths from abdominal aortic aneurysms through early detection.

An invitation will be sent out to all men registered with a GP during the year they turn 65.

Please do not hesitate to contact us if you have any queries.



# 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.

	April	May	June	Total
GP's	742	768	714	2224
Nurses	679	642	598	1919
HCA	946	971	916	2833

**6,976** = 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

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:**

**12th September, 10th October, 14th November 2018 and 17th January 2019**

### 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	01768 245575	Eden Community Re-	01768 245577	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  
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