

THE LAKES MEDICAL PRACTICE

Quarterly Newsletter June 2020



Welcome to our quarterly newsletter. We would like to say a huge thank you to all of our patients for your continued support, patience and consideration in these turbulent times. We continue to strive to provide you with an outstanding quality of health care whilst working under the current government guidance. We have implemented some changes to the way we work to ensure we keep our patients and staff as safe as they can be, these can be viewed on the back page.



Food and drink hampers were donated by Cranston's Food Hall courtesy of Penrith AFC Juniors. The children at the club decided to forfeit their end of season trophies and spend the money on buying hampers for local NHS staff instead. So along with donations from their friends and family we were extremely happy to receive lovely individual packages. What a lovely idea from such young members of our community.

We have been overwhelmed with the donations of face masks, scrubs, hand sanitiser, food supplies and well wishes from local businesses and the community. We are extremely grateful to those of you who took the time and effort to help us to help you (especially the tasty treats donated to help us keep our energy levels up!)

Thank you for your continued

thank
you

Vets4Pets
Putting your pet first

Thank you to those who have sent the practice monetary donations to the practice to spend on either PPE or equipment. We are very grateful for this.



Scrubs not Pubs and Alstonmoor scrubbers have been hard at work supplying us and many other NHS colleagues with much needed scrubs.

Local secondary schools, Ullswater Community College, Queen Elizabeth Grammar School and Appleby Grammar School donated fabulous protective face shields.

ENJO uk via Tracy James, Vets for Pets, B&Q, Upfront Gallery, Richard Ferreira, Lakeland Embroidery and various kind locals donated various items of PPE equipment.

B&Q

Thank you to The Old Codgers Club, who donated two huge hampers crammed with tea, coffee and cake supplies. Thanks also to Ringtons Tea for the sweet treats and tea.



When hand sanitiser was harder to find than a needle in a haystack- we were extremely happy to received a donation from Shed 1 Gin Distillery.

Thank you!



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NHS App

We recommend that if you have access to the internet you download the NHS App which is owned and run by the NHS. The NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet, simply by downloading the NHS App via the app store or by searching for NHS App on your computer.

You can use the NHS App to:

- **consult one of our clinical team online** .
- **get advice about coronavirus** – get information about coronavirus and find out what to do if you think you have it.
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to.
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments.
- **check your symptoms** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you.
- ***view your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines.
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision.
- If you have any issues using or downloading the app, check the [NHS App help and support page](#).



*Extra ID and information checks will need to be carried by the practice prior to records access being granted

Consult with your GP online

A blue banner for 'econsult'. The logo 'econsult' is in the top left. The main text reads: 'Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?'. Below this, it says 'eConsult and get a response before the end of the next working day or sooner'. At the bottom left is a red button with the text 'GET STARTED'. On the right side of the banner is a cartoon illustration of a blue speech bubble with a white face and a green speech bubble with a white face.

The eConsult system is linked directly to the practice and can be accessed 24/7 securely via our web-site www.thelakesmedicalpractice.co.uk and click "consult with your doctor online" or access via the NHS App.

e-consult allows you to submit your individual symptoms to a GP electronically. Or on behalf of a child. It also offers around the clock NHS self-help information, signposting to services, and a symptom checker.

You will be asked to fill out a simple series of questions and a GP will contact you to advise recommendations for self-help, prescriptions or appointments with them face to face. You will

usually be contacted on the same day (during opening hours) or by close of surgery the following day.

This system reduces calls into the practice and helps the clinical team assess your symptoms or reason for making contact. You can do it in the comfort of your own home at any time of day or night.

Staff News

We are pleased to welcome new members to our team.

- * Helen Parker– Senior Administrator
- * Vanessa Chidlow– Senior Administrator
- * Vicky Bryan– Receptionist/ Administrator
- * Lisa Fidling– Prescriptions and Medicines
- * Justyna Quin– Practice Administrator
- * Gemma Hoggarth -Care Navigator
- * Molly Banks– Care Navigator
- * Stella Oldham– Receptionist/ Administrator
- * Stephanie Greenhow-Receptionist/ Administrator
- * Claire Hesketh-Emotional wellbeing Practitioner (Eden)
- * Terril Guy– Emotional wellbeing Practitioner (Eden)
- * Dr Sally Brading—Maternity Leave cover for Dr Laura Munro



Follow our Facebook page @lakesmedicalpenrith

Simply look us up via your own Facebook page under “Lakesmedicalpenrith” then like our page to keep up to date with general health related news and surgery updates.

Please note: This page should not be used to make contact with the surgery in relation to individual health concerns or individual members of our team .



Lakes Medical Practice Virtual Patient Participation Group (PPG)

We would like as many of our registered patients as possible to join our virtual PPG and act as a "voice for patients". As a member of the group you will receive e-mail requests inviting you to complete surveys about the practice and we will, in due course also be able to facilitate some online meetings throughout the year supporting members to discuss and gain updates on practice initiatives, meet members of the practice team—virtually and suggest areas of improvement on behalf patients. The group is in its early stages of formation and they will update on how it intends to run the group in the next PPG section of our newsletter and our website. This is a patient led group working closely with the practice.

If you would like to join the group please visit the Patient Participation section of our website and complete the online registration form or e-mail: ccucg.lakesmedfeedback@nhs.net



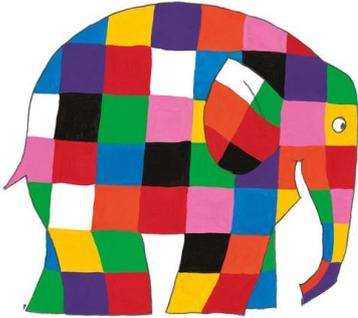
For younger children attending appointments

If you are visiting with a younger child— Help them to spot Elmer!

It can sometimes be daunting for younger children when they visit a clinical environment and we want to try and make it a little easier for them.

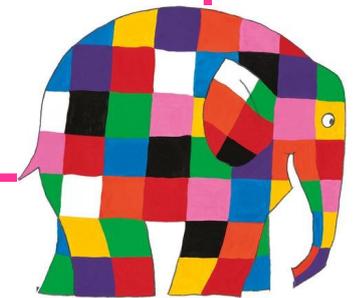
We have placed pictures of “Elmer the Elephant” around the patient areas of the practice so younger children (and adult too if they like!) can see how many they can spot as they make their way to the consultation room.

A sticker awaits those who are able to let the doctor or nurse know how many patients they have seen!



How many of our colourful elephants can you spot on your way to see the nurse or doctor?

Count them up and if your right you will receive a special sticker!



Recent Patient Feedback



- * ***“I have always obtained the information and help when needed. The Doctor’s call back has always been prompt”***
- * ***“Always a good, caring and professional service”***
- * ***“Always excellent professional care from reception to doctors and also includes nurses! “***
- * ***Great service under very trying circumstances***
- * ***The surgery are very on the ball with calling me in for blood tests, inoculations etc. It makes me feel looked after!***
- * ***Great service under very trying circumstances.***

Health Focus—Hay Fever



Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Check if you have hay fever

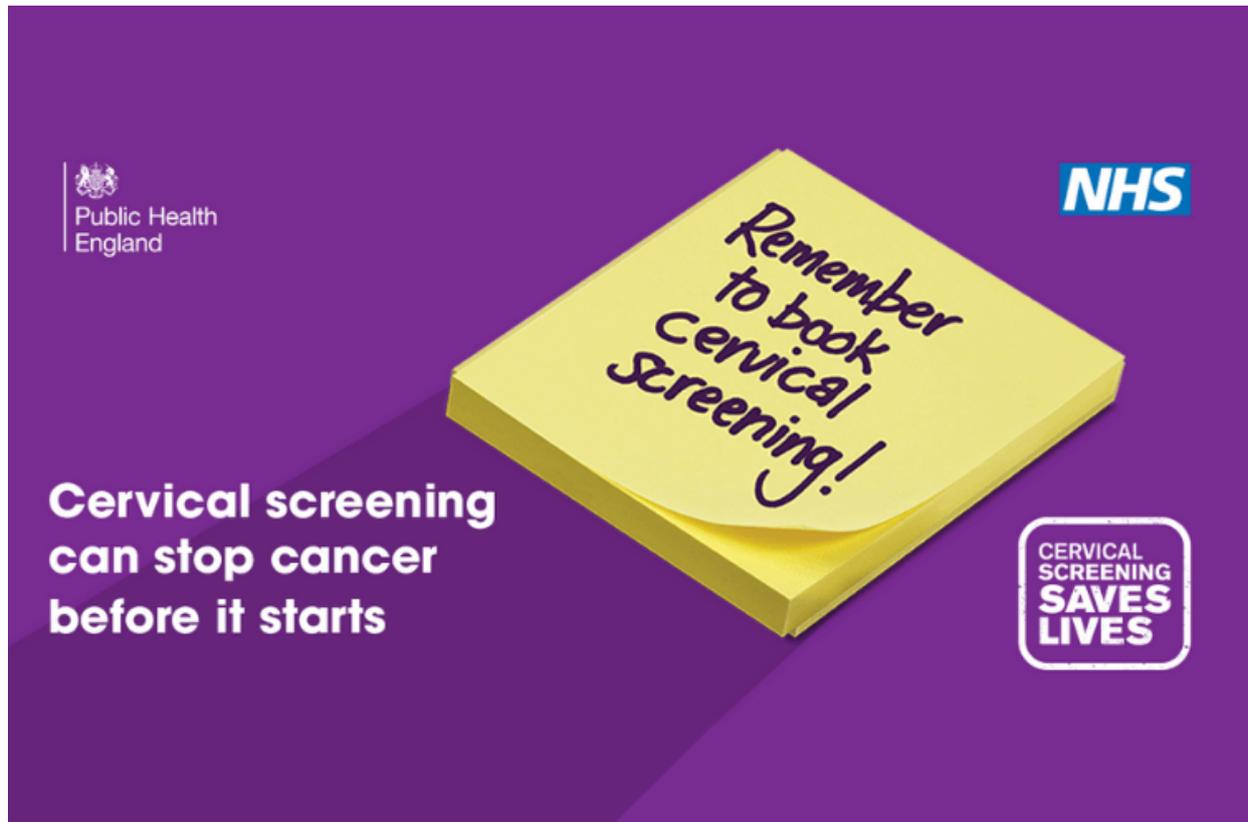
Symptoms of hay fever include:	If you have asthma, you might
sneezing and coughing	have a tight feeling in your chest
a runny or blocked nose	be short of breath
itchy, red or watery eyes	wheeze and cough
itchy throat, mouth, nose and ears	
loss of smell	
pain around your temples and forehead	
headache	
earache	
feeling tired	

How to treat hay fever yourself

Do	Don't
put Vaseline around your nostrils to trap pollen	do not cut grass or walk on grass
wear wraparound sunglasses to stop pollen getting into your eyes	do not spend too much time outside
shower and change your clothes after you have been outside	do not keep fresh flowers in the house
stay indoors whenever possible	do not smoke or be around smoke – it makes your symptoms worse
keep windows and doors shut as much as possible	do not dry clothes outside – they can catch pollen
vacuum regularly and dust with a damp cloth	do not let pets into the house if possible – they can carry pollen indoors
buy a pollen filter for the air vents in your car and a vacuum cleaner with a special HEPA filter	

A pharmacist can help with hay fever

Cervical Screening



- Cervical screening (a smear test) checks the health of your cervix. The cervix is the opening to your womb from your vagina.
- It's not a test for cancer, it's a test to help prevent cancer.
- All women and people with a cervix aged 25 to 64. You can book an appointment as soon as you get a letter. If you missed your last cervical screening, you do not need to wait for a letter to book an appointment.
- During the screening appointment, a small sample of cells will be taken from your cervix.
- The sample is checked for certain types of human papillomavirus (HPV) that can cause changes to the cells of your cervix. These are called "high risk" types of HPV.
- If these types of HPV are not found, you do not need any further tests.
- If these types of HPV are found, the sample is then checked for any changes in the cells of your cervix. These can then be treated before they get a chance to turn into cervical cancer.

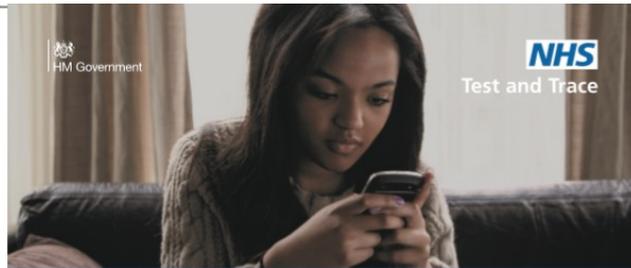
Is it safe to visit the practice?

- * We have put measures in place to keep you as safe as possible
- * There are new processes in place for you upon arrival which will be explained to you when you book your appointment
- * Our nursing team will be wearing fully appropriate PPE throughout your appointment
- * We have heightened infection control measures in place throughout the practice for staff and patient safety

If you have had a letter, or you missed your last appointment -Please do not put your appointment off

If you have any concerns contact us and we can talk you through everything

NHS Test and trace service



HM Government **NHS**
Test and Trace

CORONAVIRUS SELF-ISOLATE WHEN ALERTED

If you're told you have been exposed to an infected person you must self-isolate for 14 days.
**PLAY YOUR PART.
PROTECT YOUR FRIENDS AND FAMILY.**
nhs.uk/coronavirus or call 119

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES

The NHS test and trace service:

- ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus, and also includes targeted asymptomatic testing of NHS and social care staff and care home residents
- helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus

For further information visit the government website:

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Self help and Wellbeing

Having good mental health helps us relax more, achieve more and enjoy our lives more. We have advice from our Emotional Health & Wellbeing team based here at the practice, useful external links and practical tips to help you look after your mental health and wellbeing.

Every Mind Matters – Mind Plan Quiz – <https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/>

The Lakes Medical – Managing Anxiety Advice Leaflet <https://www.thelakesmedicalpractice.co.uk/files/2020/04/Managing-Anxiety-Adults.pdf>

Feeling Anxious? Urgent Support Information: <https://www.nhs.uk/oneyou/every-mind-matters/urgent-support/>

NHS

**every mind
matters**

Now, more than ever

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

Make Yourself Heard

In danger, need the police, but can't speak?

- 1 Dial 999
- 2 Listen to the questions from the 999 operator
- 3 Respond by coughing or tapping the handset if you can
- 4 If prompted, press **55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

Led by

IOPC

Independent
Office for
Police Conduct

Supported by

women's aid
and women & children are safe

NPCC
National Police Chief's Council



2019: Missed appointments Did Not Attend

During 2019 1,052 appointments were classed as "Did Not Attend" this is where a patient booked to see a clinician and then did not attend or cancel. We ask that if you book an appointment and no longer require it or cannot attend, you cancel. This will allow us to offer the appointment to another patient.

Opening times

Phone lines are open 8am-12.30pm and 1pm-6.30pm, Monday– Friday. Please call before 12.30pm if you would like to book a same day GP call back. After 12.30pm slots are reserved for urgent call back requests or healthcare professionals only. Option 3 for appointment information and/or to speak to our support team.

Reception: Our reception is currently closed to all but pre-booked patients. Please do not visit us without an appointment.

Prescriptions line: Is available on option 1 between 9am-11am and 3pm-5pm. Outside of these times our team are unable to take your call as they are processing requests.



Noticeboard—Important Information

THANK YOU in advance for helping us keep patients and staff safe.

- * **Reception** remains closed to all visitors unless booked in for a pre-arranged face to face appointment. Only a member of our clinical team can arrange an appointment.
- * **Face to Face appointments:** Please be mindful that only the patient can enter the waiting area or consultation room. We only make an exception for children, or where it has been pre-arranged with the clinical team.
- * **Entry Door:** Please only enter via the door you have been advised to use. You may be asked to wait in your car and phoned when the clinician is ready. This is to ensure you can be brought straight through to the consultation room.
- * **Our clinical teams** may be wearing PPE in the form of face mask, gloves, apron. This is designed to keep patients safe during consultations.
- * **Cleaning:** Please do not be offended if you see a member of the team sanitise your chair or surfaces you have touched such as door handles. This will happen on a very regular basis throughout the day and is not directed at you individually.
- * **Contacting the practice:** Where possible, please use our E-Consult system for your initial way to contact the practice. This can be used to commence your initial consultation (which you would need to go through even if you phoned) which may then be booked in as a telephone, video or face to face consultation.
- * **Appointment/test results:** If you cannot use our e-consult or patient access online system, our patient support team are still available to take your call. If you require a same day routine call back please phone BEFORE 12.30pm to request a call back. You will be booked in for a telephone consultation on the same day. Online routine appointment slots are released at 4am each morning (during opening hours) for same day call back requests. Test result information can be given out by our support team, however they cannot give advice, interpret or discuss results.

Next Edition: Our next newsletter will be published in September. If you have any ideas or feedback please let our communications team know at: ccucg.lakesmedfeedback@nhs.net