

In This Issue

- Carlisle Healthcare South
- COVID19 Update
- On your jollies
- Missed appointments
- Battling hayfever
- Community pharmacist consulting service
- Referral services

Ring, Ring

During the month of July, a huge amount of 12,936 calls were taken by our call handling team.

eConsult's Are Flying In

A whopping 3,143 eConsult's were submitted by patients during the month of July.

Carlisle Healthcare South

Building work started in August 2021, with our longest serving Team Member, Joan Irwin, breaking the ground. The new surgery is nestled in the heart of our greater patient community, on the corner of Locke Road and Eastern Way.

Our vision is to not only improve the health and wellbeing of patients but also to create a space that will bring together the wider combined team, to deliver a fully comprehensive package of care from a range of health and care professionals for the most vulnerable patients. This will include colleagues from other community teams, mental health, voluntary organizations and social services.

Dr Corrigan, premises lead GP for Carlisle Healthcare, said: "We currently operate out of 5 sites, including outdated buildings with poor access and lack of parking. This new facility will mean we can deliver care from purpose built surgeries."

When the new premises are open, the outdated Brunswick House in the city centre will closed along with Arnside House in Carleton and the small branch surgery on Eastern Way/ London road.

Carlisle Healthcare will be spread across three sites:

- Carlisle Central - St Paul's Medical Centre in the city centre, next to the main bus station
- Carlisle North - Eden Street in the heart of north Carlisle
- Carlisle South - The new facility on Eastern Way

As we serve almost 37,000 patients and often receive more than 800 requests every day from patients, Carlisle Healthcare South has been designed to transform patient care by providing more accessible and extended services.

We hope to have completion on the new surgery by the end of October.

Please keep checking our website and Twitter for updates.

COVID-19 Update

We want to protect you, your loved ones, our staff and all who are most vulnerable to COVID-19. **Face masks must continue to be worn in all health and social care premises.**

HANDS: Wash hands regularly with soap and water or hand gel if hand washing facilities are not available

FACE: Wear surgical face masks (not coverings) in all public areas in our buildings

SPACE: Give people space (1m away from people is preferable) wherever possible and ensure workplaces are COVID Secure

FRESH AIR: Ensure areas are well ventilated wherever possible by opening windows, etc

Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 492 people were asked and 199 responded. The computerized survey takes patients comments and analyses the words they use, this month "Quick, Nice, Caring & Lovely" were all used numerous times. 91% of patients stated they would recommend us as a GP practice.

Upcoming Closures

Wednesday 14th September
– Staff Training Afternoon

On Training afternoons, surgeries close from 1pm. St Paul's will re-open at 6pm for pre-booked evening appointments.

When closed, please contact 111 if in need of urgent care.

Check out our Website

Keep up to date with all the latest news and information.
www.carlislehealthcare.co.uk



On your jollies

Now that travel overseas has opened up again, we are receiving an increase of enquiries relating to travel vaccinations.

Our travel questionnaire is available from the practice website and needs to be completed for each patient travelling overseas and handed in to Reception 4-6 weeks before travel. One of the practice nurses will then look at the forms and contact the patient to inform them if any travel vaccinations are required and agree a date and schedule for them being administered.

Please note, we no longer provide a full travel risk assessment; we will only offer the following vaccinations if necessary: HEP A, Typhoid & Tetanus, Polio & Diphtheria. Following this, if you require vaccinations please contact your local private travel clinic.

We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

Missed Appointments

During the month of June, a staggering 372 appointments were not attended. If, for any reason, you are unable to make your appointment, please let the Practice know by calling **01228 588121** and selecting **option 3**. This will direct you to an automated voicemail where you can leave your details and your appointment will be cancelled.

With many patients needing to be seen within the Practice each weekday, it is disappointing to see so many appointments being missed. We aim to provide all our patients with the best possible service and to achieve this we need your cooperation.

Battling Hayfever

Hayfever 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. There's currently no cure for hayfever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high.

DO

- ✓ put Vaseline around your nostrils to trap pollen
- ✓ wear wraparound sunglasses to stop pollen getting into your eyes
- ✓ shower and change your clothes after you have been outside to wash pollen off
- ✓ stay indoors whenever possible
- ✓ keep windows and doors shut as much as possible
- ✓ vacuum regularly and dust with a damp cloth
- ✓ buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter

DON'T

- ✗ do not cut grass or walk on grass
- ✗ do not spend too much time outside
- ✗ do not keep fresh flowers in the house
- ✗ do not smoke or be around smoke – it makes your symptoms worse
- ✗ do not dry clothes outside – they can catch pollen
- ✗ do not let pets into the house if possible – they can carry pollen indoors

You don't need to speak to your GP about hayfever.

Speak to your pharmacist if you have hayfever. They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help for maximum symptom relief.

Improving Access and the NHS Community Pharmacist Consultation Service (CPCS)

We appreciate that obtaining access to a GP can be hard in these difficult times and we are always looking at ways we can improve this. We already use the services of other medical professionals working alongside us and many of you have benefitted from having a consultation with our social prescriber, pharmacist and mental health practitioner without needing to be referred by a GP beforehand.

We are now very pleased to announce that we are participating in the NHS Community Pharmacist Consultation Service (CPCS). This was launched by NHS England and NHS Improvement to help patients access a same day appointment with their community pharmacist for a minor illness, an urgent supply of a regular medicine, improve access to services and provide more convenient treatment closer to a patient's home.

The CPCS helps alleviate pressure on GP appointments and emergency departments, in addition to using the skills and medicine knowledge of local pharmacists.

Our receptionists will be assisting patients to access this service and all have been trained on how it works and what medical conditions can be referred to the CPCS. On calling the surgery, they will, as they currently do, politely ask for a brief description of your complaint and if it is something the CPCS has listed they can help with, ask if you would like to be referred to a local pharmacist of your choice. If you are happy for this, the receptionist will refer you straight away to the pharmacist who will arrange to contact you the same day for a personal telephone consultation.

We are confident that this new service will help patients receive the right care at the right time and free up GPs' appointments for patients with more complex health needs.

Referral Services Available to you

The UTI referral service is for Female patients aged between the ages of 16-64 with the following symptoms:

- Burning or stinging sensation on passing urine
- Needing to pass urine frequently or urgently
- Cloudy urine
- Passing excessive or large quantities of urine

Can be referred to Dalston Bank Street, Dalston Arnside, Dalston Pharmacy.

Those excluded from the referral service are:

- Diabetes
- Hypertension
- Heart disease
- Kidney disease
- Patients currently taking oral antibiotics
- UTI treated with antibiotics within previous 4 weeks
- Catheterised patients
- Pregnancy
- Breast feeding
- Immunocompromised complex multiple morbidities
- Moderate to severe renal impairment
- Pulmonary disease
- Peripheral neuropathy
- History of kidney stones/renal colic

Zero Tolerance

We are very sad to say that practice staff have received an increase in abuse and inappropriate behavior recently.

The practice, like the wider NHS, have a zero tolerance to this sort of behavior and will not tolerate staff being threatened and abused whilst simply trying to do their job. Any patient who is abusive will potentially be removed from the practice list. Thank you for your help in reducing these incidents.

Follow us on Twitter

Follow Carlisle Healthcare on Twitter to keep up to date with all the latest news and information.

@Carlislehealth



Eyecare service

The Community Urgent Eyecare Service (CUES) provides urgent assessment, and treatment for sudden onset eye problems. GP reception and clinical staff can triage and signpost patients to the UES at accredited optometrists in Cumbria for initial assessment and treatment of minor eye problems e.g. flashes, floaters, vision loss, and minor injuries.

What Symptoms Can Be Treated by the Urgent Eyecare Service?

- Red or painful eye or eyelids
- Recently occurring flashes and floaters
- Recent and sudden loss of vision
- Foreign body in the eye
- Please note that this service is not an eye test.

This service DOES NOT cover long standing or major eye conditions that are being regularly monitored by your optometrist or hospital eye service, such as cataracts, diabetic retinopathy or glaucoma (including repeat pressure measurements). In such instances you should consult your usual optometrist or hospital eye service directly for advice in the usual way.

Can be referred to:

- K. France Opticians
- Specsavers Opticians
- Dolores Marshall Optician
- D & D McWilliams Opticians