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Upcoming Training

- Thursday 19th April 9 2018
- Wednesday 16th May 2018

Surgeries close 1pm - 6:30pm for practice development.

Missed Appointments

606 appointments were missed in March.

A text reminder will be sent to your mobile, please reply 'CANCEL' if you are unable to attend. This will automatically cancel your appointment.

Please note that by cancelling your appointment well ahead of time it then enables another patient, who may have been waiting a significant amount of time, to book into it.

“More than 12 million GP appointments are missed every year, costing in excess of £500 million (NHS70).”

Prescriptions

Please ensure you order your medication 5-7 days prior to requiring it. There is a current 4 working day turnaround.

Don't forget you can use our 24/7 online patient request service, ask for more details at reception!

Help us, to help you

Many patients are aware of the current shortage of GP's within the UK, which is reflected in our own practice, as we have been tirelessly advertising for many months now to no avail. So, here at Carlisle Healthcare our aim is to educate you, our patients, of the facilities available in a bid to encourage you to maximise the healthcare services we have.

“In March 2017 there were 33,423 full-time equivalent GPs (excluding locums), which is a reduction of 890 (2.59%) on March 2016 (NHS Digital).”

We urge each patient to follow current NHS guidance by seeking attention from the appropriate professional service in the first instance. Ahead of accessing Carlisle Healthcare, please pause for a second and ask yourself if the surgery should be your first point of call or can you self-help via many of the resources on hand at our receptions, schemes or website. We ask for your full cooperation, not only on behalf of Carlisle Healthcare but the NHS as a whole as it is a precious commodity which we must all use responsibly.

You may begin to notice our receptionists enquire about your symptoms as this is part of our on-going campaign to ensure all patient's see the appropriate clinician whilst maintaining a high level of care. They are not asking this information to be nosey or difficult, they are simply trying to help prioritise and prepare the day ahead for each clinician here at CHC. If you feel more comfortable talking away from the reception desk, we are happy to talk in private.

Our admin staff are duty bound, alongside our clinicians to the [Data Protection Act](#) and [Patient Confidentiality](#) laws we have in place. Please note any information you divulge to any member of our staff will not be discussed further outside of the necessary means.

Advanced Nurse Practitioner's (ANP's) are able to diagnose, prescribe and complete referrals, similar to a Doctor, however they don't tend to cover **prescription pain killers, mental**

health or sick notes. Certain ANP's have studied

in specific areas of medicine as an interest, in comparison to a practice GP, this gives them further knowledge and a different outlook on the care you need, resulting in a more efficient and speedy diagnosis.

Our ANP appointments are 15 minute slots, allowing you enough time to discuss immediate and/or on-going medical issues, and can be booked on the day at 8am, via **Online Patient Access**, over the reception desk or telephone.

There are many other healthcare services available to patients, such as physio therapy and may mean you don't need to see a clinician at Carlisle Healthcare. Instead you can appropriately **self-refer directly**, which could potentially result in your medical issue being dealt with in less time than you initially anticipated. Self-referral forms are available to collect from our reception desks or can be downloaded online and printed from our website, www.carlislehealthcare.co.uk.

Each of our **Nursing Team** have also been individually trained in particular areas of medicine, some are up-to-date with respiratory issues, sexual health screenings and diabetes, so when making a booking it really does help to know who would be best suited to your appointment.

“The NHS deals with over 1 million patients every 36 hours (NHSconfed).”

If you are unsure on what sort of medical attention you need, head to patient.co.uk where you can check your symptoms and receive advice about a possible diagnosis.

Alternatively, if you don't pay for prescriptions due to age or a pre-existing medical condition, you can head to a pharmacy and ask to be consulted by a pharmacist under the **minor ailment scheme**, where they cover a range of treatments such as digestive disorders, pregnancy concerns and skin allergies.

For more information about our practice team, self-help and Online Patient Access, please head over to our website www.carlislehealthcare.co.uk

Prescriptions 101

Prescriptions are one of the prime concerns at Carlisle Healthcare, specifically the length of time it takes between ordering and collecting, so we are going to tell you the best way to ensure your medication is issued out pronto!

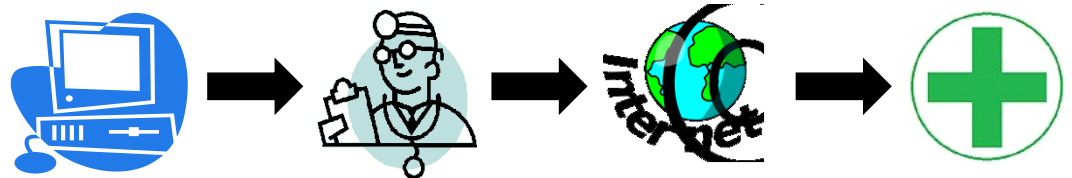
We are lucky enough in this day and age to be a part of the digital era and have the ability to use the internet to our advantage by making everyday tasks a lot simpler by the click of a button.

Through the use of our **Online Patient Access** you can now request your repeat medication within minutes, leaving you to sit back, relax and put your feet up, knowing that we have safely received your request.

Even though our trusty courier works determinedly to ensure your paper prescriptions arrive at the chosen destination efficiently, there is always a risk of something happening to it along the way.

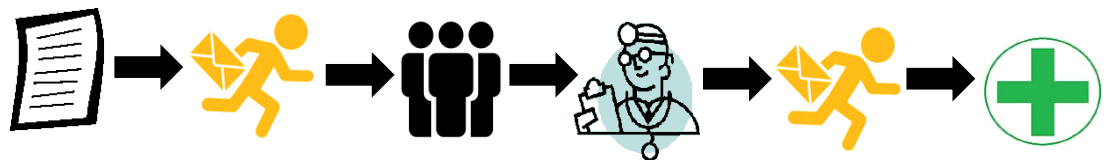
By directly selecting a chemist to collect your medication from, you automatically sign up for **Electronic Prescriptions (EPS)**, this means we cut out our courier and send it via the internet, resulting in a faster turnaround and smiles all round.

So even if you don't have access to our Online Prescription Service, you are still ensuring your medication will efficiently be issued directly to the chemist.



We acknowledge not all medications can go electronically, in particular the controlled drugs, but for the time being we are confident in saying EPS is the way forward for the practice and its patients.

When ordering medication with a paper prescription, you need to factor in a time allowance for the courier to take it to the prescribing team, who process the request by printing the prescription and pass it to the doctor for signing. Once signed, the paper prescription then needs to go via courier again to your chosen chemist or surgery reception. As you can see this can be a time consuming process and may end up in an unhappy patient.



Online Patient Access

Did you know that you can book on the day and advance appointments with GP's and ANP's through our Online Patient Access?

You can even request repeat medication too!

Just follow these three simple steps:

1. Fill out our sign up form at a reception desk
2. We will send you your log in details via post
3. Use Patient Access online or download the app to your smartphone or tablet!

Test Results

If you are awaiting any test results, please make sure the practice has an [up-to-date contact number](#), should the Doctor require a follow up they will contact you.

If you are phoning the surgery for a test result taken whilst at hospital or out of hours service, please [call after 2pm](#).

Television Screens

We now have useful medical information circulating in most of our surgery waiting areas thanks to the use of TV screens. Each slideshow has handy tips and tricks for self-diagnosis and practice updates.

Make sure you keep your eyes peeled next time you're in surgery!

Practice Departures

Sadly, we will shortly be saying goodbye to two of our partner Doctor's.

Dr. Rieborn, formally of St. Paul's Medical Centre, has been with us for **6** years and will be heading to pastures new at the end of June. After **12** years, Dr. Siddle is also parting ways with Carlisle Healthcare and will be saying farewell to the practice at the end of May.

We wish them both all the best of luck in their next adventures.

Medical Myths

True - Chewing on bread can stop you blubbering when cutting up onions.

False - Swallowed chewing gum takes 7 years to digest.

False - Pull a grey hair out and two will grow in its place.

True - toothpaste can send those pesky zits packing.

True - Counting sheep can help send you off to sleep.