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Upcoming Training

- Thursday 8th February 2018
 - Wednesday 14th March 2018
- Surgeries close 1pm - 6:30pm for practice development.*

Missed Appointments

578 appointments were missed in January. *A text reminder will be sent to your mobile, please reply 'CANCEL' if you are unable to attend. This will automatically cancel your appointment.*

Prescriptions

Please ensure you order your medication 5-7 days prior to requiring it. *Don't forget you can use our 24/7 online patient request service, ask for more details at reception!*

Our story, so far...

As many of you know, on 1st October 2016, Brunswick House Medical Group, St. Paul's Medical Centre and North Carlisle Medical Centre merged together to form Carlisle Healthcare. Along our journey we encountered several bumps along the road, however we feel confident we are now on the right pathway to an efficient and accessible health service.

Since the merge, 11 new call handlers have joined Carlisle Healthcare, with the plans of a few more becoming a part of the team in 2018. Call handlers are now based within each surgery, resulting in a higher rate of calls being answered.

In April 2017, the new phone system went live, consisting of more incoming lines, enabling call handlers to navigate calls directly to specific teams, shortening the wait time.



Our appointment system also had a restructure and now facilitates urgent on the day triage appointments, with morning and afternoon on call Duty Doctor's.

Our call handlers may ask you to describe your symptoms; this allows them to effectively support you in seeking medical attention from the appropriate clinician.

Routine appointments with a preferred clinician can now be booked up to 4-6 weeks in advance. Many of our nurses have gone through extensive training courses and are qualified within several areas of medicine, creating a significant amount of patient appointments.

Carlisle Healthcare is continuously evolving as the months go by; we eagerly anticipate new change and look forward to reflecting back on how far we have come this time next year.

We value your feedback

Your feedback is greatly valued at Carlisle Healthcare, enabling us to gain insight of the practice from a patients' perspective. We have set up a **Patient Participation Group (PPG)**, with the aim to liaise alongside a wider community, taking positive actions towards developing the quality of services within Carlisle Healthcare, whilst encouraging patients to take greater responsibilities for their own and their family's health.



We are looking for focused and keen individuals to take part in our PPG to help communicate honestly and accurately key issues.

Matters of a personal nature and patient records will not be discussed, nor do any participants require any formal training.

If you would like more information or are interested in joining, please leave your contact details at reception, addressed to Y. Craig or alternatively, complete the online form on our website: www.carlislehealthcare.co.uk

Michael Rosen's "These are the hands"

These are the hands
That touch us first
Feel your head
Find the pulse
And make your bed.

These are the hands
That tap your back
Test the skin
Hold your arm
Wheel the bin
Change the bulb
Fix the drip
Pour the jug
Replace your hip.

These are the hands
That fill the bath
Mop the floor
Flick the switch
Soothe the sore
Burn the swabs
Give us a jab
Throw out sharps
Design the lab.

And these are the hands
That stop the leaks
Empty the pan
Wipe the pipes
Carry the can
Clamp the veins
Make the cast
Log the dose
And touch us last.

Test Results

If awaiting any test results, please contact the surgery after 2pm.
A clinician will be in touch, should they feel the need to discuss them further.

The Flu

You may have seen recently in the news, the flu outbreak this winter has been one of the worst in the last 7 years, due to a new, severe strain contained within.

We hope that by now those who are entitled to a flu jab have already had it as it is most effective before flu season hits (December – March). Although, if you haven't, and qualify for a vaccine, please contact the surgery to arrange an appointment.

Eligible patients are:

- **Pregnant**
- **65years & over**
- **Ongoing medical condition**
- **Receive carer's allowance**
- **Long stay residential/ care facility**

Many of our patients will catch a common cold this winter, it is estimated that the average adult will catch 3 a year. The symptoms are similar and can easily be mistaken for the flu, but tend to be less acute.

The flu is prone to sneaking up on its victims, affecting more than just the nose and throat, making it difficult to carry on normal day-to-day activities.

Tell-tale signs are:

- **Chesty cough**
- **Diarrhoea & nausea**
- **Aching body & exhaustion**
- **Sudden fever of 38°C or above**

Be mindful to those around you by making antibacterial hand gel and tissues your new best friend this winter, as those pesky germs can survive for up to 24hours.



If you are unfortunate enough to succumb to the flu then fluids, rest and warmth are all essential to helping you through.

The answer may not always be a course of antibiotics as they are proven to only be productive against bacterial infections, whereas the common cold is caused viral.

Unfortunately our children's nasal flu has now expired. We will start the clinics again in autumn 2018.

A few new friendly faces



Carlisle Healthcare will welcome three new registrars to the practice, from the beginning of February, each of which will be training under a nominated GP.

- **Doctor Theresa Okoro** – Full time
- **Doctor Amit Paik** – Monday & Thursday all day
- **Doctor Nikky Ellis** – Full time

Alongside new registrars, we also have a student nurse, **Chloe Renner**, currently on placement with us from the training Hub at Caldbeck.

Fay Codona was Carlisle Healthcare's first student nurse and is now employed as a Practice Nurse upon completion of her training.

Each student nurse will do an initial 5 week placement then return for another 6 weeks, whereupon they all have an induction plan and a mentor who oversees their training needs in relation to practice experience.