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Upcoming Training

- **Wednesday 11th July 2018 & Wednesday 12th September 2018**

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

Missed Appointments

603 appointments were missed in May.

We have now added an option on the 24/7 automated voicemail to cancel any appointments. *Please dial 01228 588121 and press option 4 to cancel.*

Online Patient Access

Did you know that you can request repeat medication online? The Doctor now has the ability to reply back to you if they have any medication messages or queries.

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!

Happy Birthday, NHS

On the 5th July 1948, the health secretary Aunerin Bevan launched the National Health Service, NHS, at Park Hospital in Manchester which is now known as Trafford General Hospital.

This day marked the beginning of one of the nations most loved institutions and for the first time in history, hospitals, nurses, doctors, opticians, pharmacists and dentists were all a part of one free healthcare service.

70 years on the NHS has had significant medical advances by successfully eradicating diseases such as polio and diphtheria, alongside improving the public's health through pioneering new treatments like the world's first liver, heart and lung transplant.

Our dedicated NHS superheroes have continued to transform the health and wellbeing of the nation by making scientific breakthrough discoveries, meaning that hand transplants and bionic eyes to restore sight are now possible and have given patients new leases of life.



Here are some NHS milestones over the past 70 years:

1958: The Mental Health Act was established and recognised that community care should be prioritised as those with ill mental health should not be considered any different from other types of sick people.

1978: The world's first test tube baby is born as a result of IVF and has carved a path for many more families with over 5million babies being born through this treatment.

1988: Breast screening is introduced for women over 50 and has helped reduce breast cancer deaths by more than 20%.

1994: Organ donation is set up with more than 24million people now signed up to the register.

2000: NHS walk-in centers are set up across the nation, giving patients access to services outside regular office hours.

2014: NHS 111 goes live making it easier for people to access urgent healthcare services 24/7 when they need medical help fast but it isn't an emergency.

The NHS Big 7Tea

To celebrate the momentous occasion Carlisle Healthcare is joining in with the NHS Big 7Tea and so can you!!

On 5th of July we will be raising a cuppa in support of various NHS Charities by donating the cost of a brew and indulging on a slice of something delicious for a great cause, whilst swapping our favourite NHS moments and stories.

We would love our patients to take part by toasting their cup of tea to the milestone birthday and donating money to an NHS Charity.



Charity

When it comes to fundraising, we are very proud to say that Carlisle Healthcare has donated a substantial amount of money to various charities along the way, through many different fundraising events in and out of the surgeries. The total for 2017 stands in the region of **£2,000**, not including more from individual sponsors and raffles within the past 15 months!

Our hard work and determination to raise more continues into 2018 as we will be taking part in the NHS Big 7Tea!

Privacy

Privacy should be respected by everyone within the surgery, which is why we ask those standing at the reception desk to stand back and give each patient enough room to discuss their matters with the receptionist.

If you wish to talk to one of our receptionists in private, please ask and we will try our best to accommodate this request.

Our Website

The CHC website is currently being updated with relevant content in a bid to help our patient's access useful information with ease. Over the next few weeks there will be an option to fill out and submit travel vaccination forms, alongside being able to directly access your NHS referral and check your symptoms.

Please bear with us as this maintenance work is underway.

To visit the website, head over to:
www.carlislehealthcare.co.uk

NHS 70th Birthday Park-run

On Saturday 9th June, a record breaking amount of 380 people descended upon Morton Park to take part in the NHS 70th Birthday Park Run.

Dressed for the occasion in scrubs and bandages, many NHS workers and members of the public were there to show their gratitude for the National Health Service.

The electric atmosphere spurred every participant on, whether they were running, jogging or walking, the NHS milestone birthday was also celebrated by Cumbria's director of public health Colin Cox.

He addressed the crowd at the start line saying "The best gift you can give the NHS is to stay active and parkrun is a great way to do that."

Planning Application Announcement

Since 2015 United Healthcare Developments Ltd (UHD) have been working with and supporting Carlisle Healthcare in their bid to secure NHS England funding for an Integrated Healthcare Hub to be located in South Carlisle.

It will provide accessible and extended services to improve the health and wellbeing of Carlisle patients and communities as well as enabling the practice to work more efficiently to be better able to keep up with the demand upon the service.

The NHS funding program runs to 2020 and to be in a position to progress the proposed scheme without delay, UHD has submitted an outline planning application on a site adjacent to Eastern Way and Locke Road identified as an ideal location which has remained available through the planning process for the Integrated Healthcare Hub.

There will be extensive public consultation on the proposals once more detailed plans are available.

Our Achievements

It's important to every member here at CHC that we celebrate any productive observations as it not only helps boost the team spirit but also motivates us to consistently strive to give the best healthcare service possible.

"After only recently registering with Carlisle Healthcare from outside of Cumbria, I was quite concerned reading the reviews. Unfortunately I was taken very ill earlier this week, but able to get an appointment within a few hours with a Nurse Practitioner.

I was given a thorough examination, discussing the seriousness of my underlying condition & the Nurse Practitioner prescribed fast effective medication. She followed up this appointment with a phone call a couple of days later to check on my progress, which was appreciated.

I cannot fault the level of care I have received during my first appointment as a new patient". (*Patient review, May 2018*)

We believe our 36,328 patients should have a further insight into what goes on behind the scenes here at Carlisle Healthcare so you have a better understanding of how much dedication and hard work goes into each working day.

Carlisle Healthcare is delighted to announce that we won our first award, 'Our Health Heroes', back in November 2017, as our Frailty Team was recognised for helping reduce the demand on GP workload.

It's been a year since our new phone system has been in place and our call handlers work tirelessly to meet the growing demand. During the month of May our call handlers answered a staggering 14,247 calls, with the average wait time being 306 seconds.

Our prescribing team listened to 4670 medication request voicemails and received 3400 medication request faxes. Despite the quantity, the team has achieved 99% accuracy in following correct dispensing protocols and policies.

Since our recalls team sent out the first Long Term Condition review invites to patients at the start of June, which encourages patients to monitor their on-going medical conditions with blood tests or other tests such as breathing assessments, approximately 262 patients have booked their appointments.

The Carlisle Healthcare family is proud to share our accomplishments with our patients as we continue to go from strength to strength.