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Upcoming Training

- **Wednesday 10th October & Wednesday 14th November 2018**

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

Macmillan's Coffee Morning

Carlisle Healthcare will be proudly holding a whole week of Coffee Morning's to celebrate The World's Biggest Coffee Morning on Friday 28th September.

It is Macmillan's biggest fundraising event for people facing cancer, raising over £27 million last year alone. Together we can make this another successful year, so why not host a Coffee Morning of your own or head to www.coffee.macmillan.org.uk to see where your closest one is happening.

Missed Appointments

625 appointments were missed in August.

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.*

Carlisle Healthcare's Upcoming 2nd Birthday

On the 3rd October 2016, the three legacy practices, St. Paul's Medical Centre, Brunswick House Medical Group and North Carlisle Medical Practice merged together to form Carlisle Healthcare.

Here we are, 2 years later, having overcome many stumbling blocks along our journey, we are proud of all that we have achieved together as one organisation.

We have faced many difficulties over the past 24 months however we will not let these obstacles define the practice as we continuously endeavour to provide high-quality, accessible healthcare in a way which is caring, efficient and innovative.

We have big aspirations for the future of Carlisle Healthcare, which is why we tirelessly look at what we might do differently and better in order to improve the service we provide.

One of the many areas of work we have been focusing upon are our 5 buildings, recognising that some of these are now outdated and perhaps do not meet expectations we all have for future general practice services. Furthermore, in trying to operate from 5 different sites, this has a very negative impact on our efficiency and effectiveness.

We are grateful to the 1,029 patients who recently helped us with our survey about our buildings.

Responses identified that availability of car parking space was a key concern, and that our older facilities fell far behind North Carlisle in their suitability for future General Practice. Key services beyond GP appointments and pharmacy were identified (in reducing frequency) Physiotherapy, Mental Health Services, Podiatry and Advice services to Carers.

In our attempt to address these needs we continue to work with a developer in our efforts to gain approval for funding from the NHS for a new purpose built building, so that we can reduce our number of buildings to three, yet still continue to offer services from the same three places: North Carlisle, South Carlisle and City Centre.

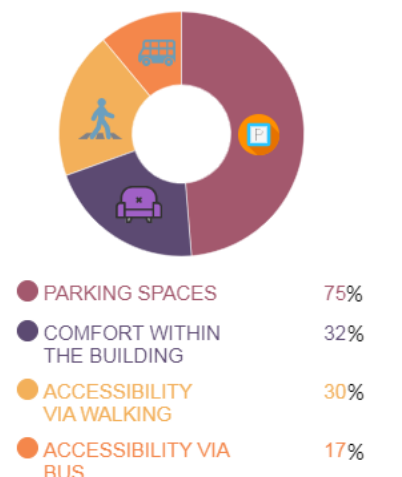
The new building would be as much about enabling new, more efficient, and more responsive ways of delivering care, working closely with other organisations, in this age when we continue to have difficulty in recruiting new GP partners.

Dr. Chris Corrigan, GP Premises Lead for Carlisle Healthcare

KEY SERVICES IN THE NEW BUILDING



IMPORTANT FACTORS OF THE NEW SURGERY



Sign up to Online Patient Access

Did you know that you can:

- ≥ Request repeat medication
- ≥ View test results
- ≥ Amend personal details
- ≥ View immunisations
- ≥ Book & cancel appointments with GP's

Just follow these three simple steps:

1. Bring ID & fill out our sign up form at a reception desk
2. We will give you your log in details there and then
3. Use Patient Access online or download the app to your smartphone or tablet!

Family & Friends Test

Every month, Carlisle Healthcare surveys the patients after they have had an appointment. In August, 630 were surveyed and 200 replied. 82% of them said they would recommend the practice to a friend. That is above last month, and above the national average of 75%. The survey computer takes patients comments and analyses the words they use, this month 'Friendly' and 'Excellent' were both used numerous times. One comment sums up the current progress of Carlisle Healthcare: "I think the service has improved a lot, still a bit to go, but heading in the right direction".

Children's Flu Vaccine

The Children's flu programme will be in October/November when the vaccines are released centrally by NHS England. *Please look out for notices regarding these clinics in Practice and on our Website.*

The New Website

Carlisle Healthcare's upgraded website launches in November. We are very excited to show off all the new features, each of which have been designed to help our patients quickly find what they need via the web instead of having to complete a paper form, talk to someone over the phone or visit the Practice in person.

Unlike the traditional way of phoning the practice, our solution is to enable patients to safely manage their own requests making it much simpler and faster to:

- Request sick notes
- Book appointments
- Complete Health Reviews such as smoking: mental health, breathlessness, alcohol consumption, contraception
- Travel Assessments
- Self-manage minor conditions & much more!

Patient Participation Group

Are you aware that we have an active Patient Participation Group with about twenty members?

We meet on a regular basis and discuss matters which we hope are relevant to you e.g. the obtaining of appointments, the way prescriptions are dealt with, access to the surgeries to name but one or two; we then feedback our observations to the practice. We have also spent time on the recent CQC report and have looked at the proposals for extended hours.

We are more than happy to discuss any aspect of the practice from a patient's point of view. Contact can be made via Yvonne.Craig@gp-A82016.nhs.uk or by telephone on 01228 588121.

We are always pleased to welcome new members particularly from younger age groups and those who are still working so please if you feel you would like to play a part please contact Yvonne. We shall look forward to hearing from you!

Written by Tim Hazard, Chair of the PPG

Flu Clinics

In line with Public Health England guidelines, the Practice is able to offer a new vaccine to those over the age of 65 years. We now know that older people have a weaker response to the existing flu vaccine. The new vaccine works by boosting your immune response and therefore this vaccine offers greater protection against the flu virus than the conventional one.

This vaccine may not be available in most pharmacies, and we therefore advise that you check with the pharmacy, or arrange to have your flu vaccination at one of our clinics.

There is no need to make an appointment as these are drop in clinics.

For those patients under 65 who have long term conditions i.e. Diabetes, COPD, Asthma etc.:

Saturday 29th September from 8.30am to 3pm held at both the North Carlisle Surgery and also the Eastern Way Surgery.

Saturday 10th November from 8.30am to 3pm held at the St Paul's Surgery

For patients over the age of 65:

Saturday 20th October from 8.30am to 3pm held at both the North Carlisle Surgery and also the Eastern Way Surgery.

Saturday 10th November from 8.30am to 3pm held at the St Paul's Surgery.