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## Missed Appointments

**601** appointments were missed during January. **Please cancel your appointment if you cannot make it.**

## Newbies on the Block

It's that time again already where we bid adieu to our current registrars as they move on to another surgery and welcome new registrars from Wednesday 6th February.

- Dr Gurjoat Kareer
- Dr Ana Pasnin
- Dr James Cam
- Dr Rosie Wigglesworth
- & Dr Ahmar Rashdi will continue to stay with Carlisle Healthcare.

## Ring, Ring

During the month of January, a huge amount of 14,164 calls were taken by our call handling team. The average call wait time was 171 seconds!

## Coronavirus

The symptoms of coronavirus are: a cough, a high temperature & shortness of breath.

But these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

DO:

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately
- Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available
- Try to avoid close contact with people who are unwell

DON'T:

- Do not touch your eyes, nose or mouth if your hands are not clean

Most people can continue to go to work, school and other public places.

You only need to stay away from public places if you've been to an affected place in the last 14 days **or** been in close contact with someone with confirmed coronavirus **and** have any of the symptoms above.

If you have, you'll need to immediately self-isolate away from other people and call NHS 111.

**[Find out more at gov.uk/coronavirus](https://www.gov.uk/coronavirus)**

## Self Care for Life

Self Care Week took place in November 2019 and was an action packed week from start to finish; the CHC Team had a blast organising it.

This is just the start of Carlisle Healthcare's bigger strategy to help promote self-care from all angles; our work here has just begun. We are continuously making new links with services within the community and plan on creating a self-care network available to the wider patient population of the city.

Self Care Week 2020 will be bigger and better!



# eConsult

We are proud to say the launch of our eConsult service has been successful.

The service is available on the practice website and allows patients to ask for advice about their health conditions, symptoms or GP letters online.

eConsult is available around the clock, day or night, and on the weekend. You can go to our practice website, click on the 'Contact our doctors online' button and tell us what you want advice or help for. Then you fill out a quick online form and the practice will get back to you by the end of the next working day with the next steps.

This means you won't need to come into the surgery unless you need a face to face appointment. You may receive a call, email or text from the surgery with next steps, or to let you know your prescription is ready to collect.

## eConsult Feedback

87% of patients were satisfied with the service they received via eConsult.

83% of patients would recommend the eConsult service to family and friends.

78% of patients said their issue was completely resolved 7 days after using the service.

## Raising the bar!

Over the course of the last 12 months, Carlisle Healthcare Team Members have proudly taken part in many fundraising activities from hiking 26 miles across the Lake District for Macmillan Cancer, to growing bushy beards or marvelous moustaches in aid of Movember. Together, we made this another successful year and have raised a fantastic total of **£2122.27** so a huge thank you to everyone for taking part and donating to many worthwhile causes.

## Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 642 people were asked and 191 responded. The survey computer takes patients comments and analyses the words they use, this month **"Professional, Quick & Great"** were all used numerous times. 86% of patients stated they would recommend us as a GP practice.

## Introducing Social Prescribing

My name is Rachel Murdie and I am the Social Prescriber for Carlisle Healthcare.

Social Prescribing is a relatively new term but really it's about connecting people with their communities and wider supports and sharing information on a range of local activities, services, groups and organizations that can help you to improve and maintain your health and wellbeing.

Your health and wellbeing can be impacted upon by a number of social, economic and environmental factors. Social Prescribing aims to tackle these impacts by linking you to the most appropriate service for your needs and helping you to live your life in the best possible way.

Research is showing that people who **Connect** with others, are physically **Active**, **Learn** new skills, **Give** to others, take **Notice** of what's around them have better wellbeing.

Since I started this role in mid-October I have had the opportunity to get out and about and see the wonderful work going on in Community centers, charities, voluntary groups and services. There is such a range of activities, support, hobbies and interest groups on offer that despite living locally I was not really aware of before.

Part of my role now is to develop ways to share this information with people who may be struggling with health conditions, isolation and loneliness and to think about their wider needs and what might help them live well alongside traditional health systems.

I will be attending the next Patient Participation Group meeting in March to explain more about my role and find out more about what patients feel would be useful to support their health and wellbeing and how I can keep people updated about what is going on in our communities.

