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## Ring, Ring

Throughout the COVID-19 pandemic, we have seen a big increase in calls made the practice!

In **February 2020**, we received an average of 3,300 calls per week compared to **May 2021**, in which we received an average of 4,700 calls per week.

## eConsult

On average, we receive 150 eConsults a day.

eConsult has many benefits –

It can save you time you may not need a trip to the surgery and their query may be resolved with a phone call/ text/ prescription

Access wherever and whenever you want from any device, and complete at a pace that suits you

## Practice Update

This past few months has seen a steady increase in overall patient activity at the surgery. We currently have around 20% increased daily activity compared with a similar period prior to the pandemic. Many factors contribute to this including the relaxing of COVID restrictions and the rise in COVID cases, previously unmet clinical need from the "lockdowns", and increasing frustrations due to delays in routine care which have been impacted by COVID. Throughout the pandemic we have tried to be accessible and to respond to people's needs and at times this has been challenging.

We're continuing to offer a total triage and invitation appointment system. We would encourage people to contact us online for their healthcare needs by visiting [carlislehealthcare.co.uk](http://carlislehealthcare.co.uk) and clicking on eConsult, or by telephone if you are unable to access a digital platform. If you have an ongoing care need (e.g a long term condition such as diabetes or asthma or take medication that requires monitoring etc) we will contact you when your review is due.

We are pleased to have made progress with the COVID-19 vaccination programme – the programme now being on offer to all people aged 18 and over. Please respond to invitations to book your COVID vaccine at the surgery, or go on-line to book via the pharmacy and "pop-up providers". Information about how to book your vaccination is available via:

<https://northcumbriaccg.nhs.uk/covidvaccine> We are currently awaiting national guidance about a COVID/Flu booster campaign which will run in the autumn.

Whilst recognising the gradual easing of COVID restrictions in general society we will continue, along with health colleagues across North Cumbria, to advise the wearing of face coverings and appropriate social distancing for visitors to our surgery sites, the continued use of screens, social distancing and face coverings for staff; and the continued use of personal protective equipment following the guidance from Public Health England for clinical staff when consulting with patients. This is aimed at keeping our environment as safe as it can be to protect you and our staff as we enter the next face of the pandemic. In response to rising COVID case numbers we have re-opened Eastern Way surgery each weekday afternoon- to provide a designated "Red" site for people with suspected COVID who need a face to face assessment.

Finally, I just wanted to acknowledge how challenging this past year has been as we have responded to the pandemic. We have seen illness, death, bereavement and frustration, but also great examples of resilience, kindness and collaboration. Thank you for working with us as we strive to deliver high-quality person centred care in a way that is accessible, caring, efficient and innovative.

Dr Robert Westgate MBBS FRCGP

**You must wear a face covering  
when visiting your GP practice**

This can be a mask, scarf, or homemade face covering,  
it just needs to cover your **mouth and nose**

A response by the end of the next working day or sooner

### Patients With CHC

Carlisle Healthcare currently has 39,000 patients!

### Appointment Capacity Increase

We have seen a 20% increase in overall access activity, both by telephone and via eConsult, compared to before the pandemic

### Family & Friends Test

**93%** of patients would recommend Carlisle Healthcare to family & friends

The computerised survey takes patients comments and analyses the words they use, "**Quick, Great, Nice & Safe**" were all used numerous times

### Staff Training Dates Summer 2021

**Wednesday 15<sup>th</sup> September**

On this date, the surgery will close at 1PM for staff training. The phone lines will cross over to Cumbria Health On Call (CHOC). You can contact them on 111.

### Summer Bank Holidays

Monday 30<sup>th</sup> August

## New - Long COVID Service

A new national enhanced service was launched on **1<sup>st</sup> July 2021**, to help support people with ongoing symptoms following COVID-19 infection.

### What is long COVID?

- Ongoing symptomatic COVID-19: signs and symptoms of COVID-19 from 4 to 12 weeks.
- Post-COVID-19 syndrome: signs and symptoms that develop during or after COVID-19 and continue for more than 12 weeks and are not explained by an alternative diagnosis.

### How this service can help you:

- You may be offered access to the COVID recovery website for self-management
- If your symptoms continue for longer than 12 weeks, you may be referred to the local Long COVID assessment centre – you would also be asked to complete the Newcastle long COVID questionnaire to support this referral.

## COVID-19 Vaccination Programme

Our dedicated COVID-19 Vaccination team here at Carlisle Healthcare have been working hard to safely deliver the COVID-19 Vaccine to our patients. To date, we have delivered 24,925 vaccinations, 19,139 of those have received both doses. We would like to thank all of our patients for your co-operation and being patient with us at this time.



## Opt Out NHS Digital

You can choose to stop your confidential patient information being used for research and planning. Your confidential patient information will still be used for your individual care.

You can choose whether your confidential patient information is used for research and planning. To opt out please visit <https://www.nhs.uk/your-nhs-data-matters/> and follow the instructions (you will need your NHS number).

Alternatively, you can download an Opt Out form on our website at [www.carlislehealthcare.co.uk](http://www.carlislehealthcare.co.uk), or you can pop into our Brunswick House, St Paul's or North Carlisle practices to collect a form.



To find out more visit <https://your-data-matters.service.nhs.uk/>

You do not need to do anything if you are happy about how your confidential patient information is used. You can change your choice at any time.

Please complete the Opt Out form before **1<sup>st</sup> September 2021**

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## Staff Treatment

As we near the end of the COVID-19 pandemic, we are striving to keep up with the rapidly increasing demand for our services whilst providing high quality, accessible and patient-centred healthcare.

We would like to take this time to remind all patients to please treat your GP staff, courteously– without violence, abuse or harassment. Our Practice staff are here to help you; all staff members are following the direction of the GP Partners, our aim is to be as polite and helpful as possible and the Partners expect all our staff to be given the same courtesy from our patients.

We welcome all feedback and so, if you feel that you have been treated unfairly or inappropriately, please ask the reception staff to contact our Senior Management who will be happy to address your concerns.

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## NHS App

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, view your COVID-19 vaccination passport, order repeat prescriptions, view your GP medical record and more.

If you already use another GP online service you can continue to use it. You can use the NHS App as well.

For more information go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

**I use the NHS App to view  
my GP medical record**

Your NHS, your way  
**Download the NHS App** 😊

