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Missed Appointments

645 appointments were missed during October. **Please cancel your appointment if you cannot make it.**

November

You may notice some rather bushy beards or marvelous moustaches sprouting up over the course of the month... Some of the CHC Team have pledged to scrap the shave to raise money and awareness of men's health issues, such as prostate cancer, testicular cancer and men's suicide.

Flu Vaccines

A whopping 4323 flu vaccines have been given to patients 65 years and over. And a further 1206 flu vaccines have been given to patients under 65 years old.

Carlisle Healthcare - Planned Update

We're pleased to announce that we will be upgrading our surgery website from 2nd December 2019. This will include a feature called "E-consult" which allows you to contact the practice online instead of using the phone.

E-consult gives the option of self-care advice, pharmacy advice, and local self-referral advice as well as the ability to send a direct request to the surgery (this could be in relation to symptoms, clinical concerns, test results, prescription queries etc.).

Your query will be reviewed by the practice team within one working day and you will get a response by text, e-mail or phone to help resolve your query.

Our anticipation is that this will provide you with a more positive experience of contacting the practice as well as addressing some of the ongoing issues of our busy telephone lines.

From 2nd December, instead phoning the practice, why not visit www.carlislehealthcare.co.uk and click on e-consult instead.

Dr Robert Westgate FRCGP, Partner, Carlisle Healthcare

How does the service work?

- 1 Complete a simple form about your problem or request
- 2 Your GPs decide on the best treatment for you
- 3 The practice calls you or emails you with advice, a prescription or an appointment

Self Care for Life

Think Self Care for Life is about making improvements in your life to protect your physical health and mental wellbeing.

Pharmacists are highly trained health professionals who give advice and recommend treatments for self treatable conditions such as coughs, colds, sprains and strains. They can also give you advice if you have a long term condition and are worried how common ailments may be affecting you. Save yourself the time and bother of booking a GP appointment or visiting A&E. Think the pharmacist. Think self care for life.

During Self Care Week, and everyday Think Self Care for Life and make self care your life-long habit.

Several local activities are being held during Self Care Week (18 - 24 November) by Carlisle Healthcare to raise awareness about your health, why not join us and find out how you can Think Self Care for Life.

Extended Access Service

CHOC now provides routine appointments at their treatment center at the Cumberland Infirmary at weekends from 8.30am until 5.30pm.

These appointments can be booked via our surgery reception.

Ring, Ring

During the month of October, a huge amount of 15,952 calls were taken by our call handling team. The average call wait time was 241 seconds!

Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 617 people were asked and 194 responded. The survey computer takes patients comments and analyses the words they use, this month "**Pleasant, Excellent, Caring & Lovely**" were all used numerous times. 87% of patients stated they would recommend us as a GP practice.

Wear it Pink!

Carlisle Healthcare proudly took part in 'Wear it Pink' to support for Breast Cancer awareness on Friday 18th October. Together, we made this another successful year by raising a fantastic **£101.20**, so a huge thank you to everyone for taking part and donating to a worthwhile cause!

Stay Well over Winter

It's important to look after yourself, especially over the winter months.

The cold weather can be bad for your health, particularly in children, the elderly and for people with long-term health conditions such as diabetes or heart diseases.

There are lots of things you can do to keep you and your family well this winter.

GP online services are available at Carlisle Healthcare to help people better manage their health this winter.

These services enable you to book GP appointments as well as specific Nursing appointments such as NHS Health Check and blood tests.

It's also possible for you to request repeat prescriptions via your computer, smartphone or tablet at a time that suits you, anywhere, anytime – 24 hours a day, seven days a week. Why not request them from the comfort of your own home, rather than venturing out in the cold or wet weather to drop your request off at the practice.

You will also be able to review which medication you should be taking, the dosage and when it should be taken – helping to improve your understanding of your medication.

To register for GP online services you will need to fill out a form at the practice and show a form of photographic ID. If you don't have photo ID you can use anything with your address on it.

You can now also have proxy access. Proxy access allows parents, family members, carers, care home staff, to have access to their patients' online services accounts, in order to book appointments, request repeat medication and where applicable and view their medical record.

If the patient is over the age of 14, photographic ID for the patient and proxy user is required. For those who wish to be a proxy user for children under the age of 14 must show a birth certificate and photographic ID for the adult.

Ask a member of reception staff for an application form or further information!

Missed Appointments

Recent studies state that more than 15 million general practice appointments are being wasted each year because patients do not turn up and fail to warn surgeries that they will not be attending.

Each appointment costs an average of £30, putting the total cost to the NHS at more than £216million pounds on top of the disruption for staff and fellow patients.

Forgetting to cancel your GP appointment if you no longer need it prevents someone else from being seen.

To cancel an appointment, please use the following methods:

- **Telephone:** 01228 588 121 – press option 4 (automated voicemail line)
- **Text:** Reply 'CANCEL' to your appointment reminder text if you can no longer attend
- **Patient Access:** Login and cancel via "Next Appointments" section
- **Reception:** Ask at Reception to cancel any appointments.

Please also let us know if any of your contact details change.

All types of appointments are important, so *please* ensure you let us know if you can't make it.