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A Reflection on 2020

It has been a very challenging year for all, with lots of change and uncertainty.

As we reflect back on 2020, a new millennium, a year many thought would be the best yet, we have all had a year we will not forget, a year which is now a part of history.

New phrases such as Social Distancing & Lockdown were introduced, homeschooling and Joe Wicks P.E. lessons became the norm, new ways of working, some from home, some furloughed, and some in PPE & lots of Zoom parties were held to keep spirits high.

Our younger generation learnt to wash their hands thoroughly singing along to 'Happy Birthday', many were asked to 'Shield' away from the outside world and for the first time ever the hospitality and retail industries closed their doors for months at a time.

The world stood still.

As we draw closer to the end of the year, we are proud that as a community, city, county and nation we have tackled these challenges head-on, taking them in our stride and kept on going.

We would like to take this opportunity to thank you for your continued support and understanding during these ever-changing times. We are ending the year on a more positive note, with the introduction of the COVID19 vaccination. Here is to 2021, may we keep on going together into a New Year and a New Beginning.

From all of us here at Carlisle Healthcare we wish you and your loved ones a Merry Christmas & Happy New Year.

Social Distancing Measures

- **Please only attend the Practice if you have been advised to do so**
- **Please attend alone, or with only 1 carer/parent as necessary**
- **Please wear a face mask when entering any of the surgeries**
- **Please arrive no more than 5 minutes early to your appointment**
- **Hand sanitizer is available and should be used**



Help us maintain Social Distancing

The Prime Minister reduced the social distancing down to 1m+ where possible from 4th July.

We have made the decision to continue to distance all patients and staff by 2m and would appreciate if you bear this in mind when attending the practice for booked appointments.

To enable us to safely maintain social distancing, we have reduced the number of patients in the surgeries at any one time.



Carlisle's First Drive-Thru Flu

Carlisle's very first drive-thru flu clinics took place on the 10th and the 17th of October.

On the 10th October we vaccinated **2346** people, and on the 17th October **2610** vaccinations were given, which makes the total flu vaccinations a whopping **4956!**

We received a high amount of positive feedback following our Drive-Thru flu clinics. The comments we received included professional, timely and well organized.

A huge thank you to everybody who attended!

Operating as usual

Carlisle Healthcare is open. Appointments are still available and services are running as usual, although we are delivering services a little differently at the moment. You might find that you have an appointment over the telephone, video call or online via eConsult. If you are in need of medical help, contact the surgery on 01228 588121 or consult our GP's online on the practice website at www.carlislehealthcare.co.uk.

On the 9th October 2020, NHS England launched a new campaign called **Help Us Help You**.

This is to encourage the public to contact their GP if they are worried about a symptom that could be cancer (such as unexplained blood, a lump, weight loss which feels significant or an unexplained pain that lasts three weeks or more), and encourage pregnant women to keep appointments and seek advice from their midwife or maternity team if they are worried about their baby.

The campaign will also encourage those already who are already being treated for a health issue to keep their routine appointments and those experiencing mental health issues to access NHS services and support. The NHS has introduced a range of measures to ensure the safety of patients, including COVID-secure wards and phone and digital appointments, and the 'Help Us, Help You' campaign will help to reassure patients that the NHS can help them safely.

Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 469 people were asked and 190 responded. The computerized survey takes patients comments and analyses the words they use, this month "Quick, Nice, Caring & Polite" were all used numerous times. 93% of patients stated they would recommend us as a GP practice.

Christmas Closures

Thursday 24th Christmas Eve – open 8-6.30pm – no late evening

Friday 25th Christmas Day - **Closed**

Mon 28th – Boxing Day bank holiday - **Closed**

Tuesday 29th & Wednesday 30th open 8-6.30pm – late evening, until 8.30pm at St Paul's

Thursday 31st – New Year's Eve open 8-6.30pm – no late evening

Friday 1st - **Closed**

Follow us on Twitter

Follow Carlisle Healthcare on Twitter to keep up to date with all the latest news and information.

@Carlislehealth



COVID19 Vaccine

We are proud to become the first GP surgery in Carlisle to administer the COVID19 vaccination to our patients.

The first of our COVID19 vaccination clinics started on Tuesday 15th and Thursday 17th December for the first priority group. All 975 vaccines have been given.

Please do not contact the surgery regarding when you will get your COVID19 vaccination – we will contact you when it is your turn to be vaccinated.

We thank you for your understanding and co-operation.

Flu Vaccine Clinics 2021

The government have advised us that patients aged 50 – 64 year olds will receive the flu vaccine in addition to patients who are over the age of 65 or have a long term medical condition.

- Every Monday, Tuesday & Wednesday in January 2021
- St Paul's between 6:30-8pm
- No appointment required

These clinics are for those aged 50-64yrs.

Those aged 65+yrs or have a long term medical condition, and missed the previous clinics in autumn 2020, can also attend.

Working hard during the Pandemic

Contrary to media briefs General Practice has been working extremely hard since March to maintain services.

We would like to share how busy we have been during the COVID19 Pandemic.

From the 1st March – 31st October 2020,

- We received **104,597 telephone calls** to the practice
- We made **5,179 referrals**, referrals including urgent cancer referrals, general urgent referrals and routine referrals
- **75,396 Prescription requests** were received
- The Duty Doctors made **18,974 urgent telephone calls**
- We received **21,469 eConsult queries**

Here for you

There are a wide range of services that are here for you, should you need them. These include Space to Talk, the COVID 19 helpline and WeCan. You can also find more support services available to self-refer to on our website at <https://www.carlislehealthcare.co.uk/mental-health-du>. More information on some of these services below.

Space to Talk – Carlisle Healthcare & Network, Carlisle City Council & Carlisle Vineyard have developed a partnership approach to deliver listening events, for people to talk about their situation, feelings and emotions. They have spoken to and given out over 100 Bags of Courage to people at each event, with a significant number of these people needing a longer discussion, in which they can signpost people to if required. They are hoping to continue these events every Friday morning in the City Centre up until Christmas (weather and COVID restrictions allowing).

COVID 19 Helpline – Support Helpline has been reactivated on 0800 783 1966 for people in need of support with shopping and medication if isolating. **City Council Resilience Group** are meeting more frequently again to ensure a coordinated approach to support as the situation evolves.

WeCan - WeCan is Carlisle's Community Wellbeing Hub brought to you by iCan Health & Fitness CIC. WeCan offers a range of services, such as 1:1 Wellbeing Assessments, Therapeutic Services, Bellicon UK Physical Rehabilitation, Peer Support Groups, Kindness & Lived Experience, Befriending & Social Support, Employability Support Information and Advice & Guidance. Contact your WeCan Community Wellbeing Hub now: 08000 386 018

**We must
keep on protecting
each other.**



HANDS



FACE



SPACE