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## Practice Update

We would like to thank everyone for working with us during these unprecedented times, complying with the huge changes we have had to make in primary care over recent months. This has helped reduce the risk of COVID-19 infection throughout the community and we are very grateful for the part you have all played in this.

We have been dealing with patient requests remotely wherever possible by telephone, video calls on mobile phones and by the eConsult service. We envisage we will continue to do so for some time and this may well lead to permanent changes with more options in how patients consult GPs in the future. We are and always will be open to see patients in surgery, or if needed as a home visit, for when consultations cannot be managed safely remotely.

As COVID-19 infection rates in the area have reduced, we are now re-starting some of our clinics, some will predominantly be via telephone e.g. diabetic reviews but some clinics will be face to face, e.g. immunisations and smears.

Pathways for us to refer patients to hospital are beginning to open to us. We are expecting there to be substantial delays for hospital appointments however we can at least now start the referral process.

Please do get in touch with us if you need medical assistance. It is important that you do not ignore any symptoms that may need medical attention. We are not closed, just operating in a different way.

We have received many messages of support from patients and the wider patient community and we are very grateful for this.

Thank you again for all the support.

## Social Distancing Measures

- **Please DO NOT enter the practice unless 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 4<sup>th</sup> 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.**



## A BIG Thank You!

We would like to take this opportunity to thank the community of Carlisle for all the generous donations & kind gestures we have received during the pandemic.

It has helped us through these difficult times and kept us all smiling.

## Talk To Us

Every year, Samaritans branches across the UK and Ireland hold local events to talk about the services they offer in their communities. Talk to Us is one of the ways they raise awareness that they're here – for anyone who needs someone to listen, 24/7, without judgement or pressure.

Call us free any time, from any phone, on 116 123.

### 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. 95% of patients stated they would recommend us as a GP practice.

### Follow us on Twitter

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

@Carlislehealth



## Introducing our Improved Reception Area

We have steps in place to ensure that is its safe should you need to come into the practice. These steps include reduced capacity waiting areas, screens at reception and new 'social distancing measures'.



## Text Messages

Please always ensure that you keep us updated with your mobile telephone number as we are going to be increasing our communication through text messages and we want to ensure that the information is sent to the correct patient.



## No Waiting in a Telephone Queue

For any routine queries you may have, please use our eConsult service available via the practice website.

You can complete an eConsult form 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. Your query will be reviewed by the practice team by the end of the next working day and you will get a response by text, e-mail or phone to help resolve your query.

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.).

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.

Alternatively, telephone the practice on 01228 588121

## 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, order repeat prescriptions, view your GP medical record and more.

You can also submit an Econsult to our practice using the NHS App.

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



HM Government

NHS



# CORONAVIRUS STAY ALERT TO THE SYMPTOMS

**HIGH TEMPERATURE  
OR NEW CONTINUOUS COUGH  
OR LOSS OF TASTE OR SMELL?**

No one in your household should leave home if any one person has symptoms.

Find out how to get a test, and how long to isolate, at [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**





## The law around organ donation in England has changed

Organ donation remains your choice  
visit [organdonation.nhs.uk](http://organdonation.nhs.uk)

## Primary Care Access Hub

Also known as 'COVID-Hub' is a newly established GP run hub operating Monday – Friday from our Eastern Way surgery.

Any patients with possible coronavirus are seen in this hub. This includes any patients who are managing their coronavirus symptoms but have other incidental health needs and those with a temperature or respiratory symptoms who cannot be managed by telephone or video, but are not so obviously unwell that they need admitting to hospital.

It is important to share with you that doctors at Carlisle Healthcare work at the COVID-Hub on a rotational basis instead of their usual surgery, so again this is another factor reducing our workforce and number of available appointments across the week.

## Booking a COVID Test

Everyone with symptoms can book or order a free test at [nhs.uk/coronavirus](http://nhs.uk/coronavirus) or by calling 119. Essential workers and members of their households can access priority testing on GOV.UK. Home tests no longer need to be returned by courier but can be posted in priority post boxes.

A home test user can check where their nearest priority post box is. A process of marking all priority post boxes with stickers has also begun across England, Scotland, Wales and Northern Ireland.

Anyone who receives a home testing kit will also receive instructions about how to return the kit safely, including wiping down the box with an antiseptic wipe, following social distancing guidelines and wearing a mask when posting the kit.

Anyone who is shielding, vulnerable or too unwell to leave the home can still use the courier service or call the customer contact centre for further help.

## Togetherall

A new service offering free online support to anyone aged 16 and over facing increased anxiety and other mental health challenges is now available to people in North Cumbria.

**Togetherall** provides online peer-peer support, access to an anonymous community and lots of information, as well as courses and resources covering a range of mental health and wellbeing topics. For more information, visit our website [www.carlislehealthcare.co.uk](http://www.carlislehealthcare.co.uk)

## Face coverings

In England, you must by law wear a face covering on Public Transport and in Shops and Supermarkets (as of 24 July 2020)

The Government guidance suggests there is no requirement for evidence for exemption. It should be sufficient for someone to declare that they are eligible for an exemption direct with the person questioning them.

Practices are therefore NOT required to provide letters of support for those who fall under the list of exemptions, or to those who do not fall under the list of exemptions

## Long Term Conditions (LTC) Annual Reviews

LTC refers to medical conditions that may have an ongoing impact on your health. Some of these conditions require monitoring with blood tests or other tests such as breathing assessments. You will be recalled annually around your birth month. We are aware that there has been a delay in recalling patients due to COVID-19, but we are in the process of catching up to ensure patients are reviewed. We have also optimized our appointments to deliver a more efficient service. For more information, visit our website [www.carlislehealthcare.co.uk](http://www.carlislehealthcare.co.uk)

## Better Health

On Monday 27th July, Public Health England launched a major new adult health campaign to seize the opportunity for a national reset moment of health. To support people to live healthier lives, Public Health England's Better Health campaign will provide a variety of tools and apps to help you make healthier food choices, become more active and prevent future weight gain. Later down the line, support will also be made available to help people quit smoking, cut down their drinking and look after their mental health.