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Spring Bank Holidays

Monday 3rd May – Early May Bank Holiday

Monday 31st May – Spring Bank Holiday

Practice Update

What a year! I don't think I ever imagined that I would live and work through a pandemic. During this past year we have seen loss, illness, frustration, isolation and significant restrictions on our expected freedoms; but we have also seen patience, kindness, collaboration and great strength through adversity.

We have had to change how we work and interact in response to the pandemic and this has clearly been challenging at times, both for you - our patient population and for our clinicians and admin teams.

COVID has accelerated some changes regarding how we work including implementation of remote and on-line access and trying to ensure that "every contact matters". We have focused on a total triage access model - to allow us to deliver accessible needs based care. As a practice we have reflected on our experience during the pandemic and plan to continue to improve, thinking about accessibility, patient experience and outcomes.

We have been pleased to play our part in the COVID vaccination programme. We began administering vaccines to our most vulnerable patients in December 2020 and are continuing with the rollout in line with the national programme. Please be patient - we will invite you for your vaccination when this is due. To date we have delivered approximately 20,000 doses of vaccine.

Thank you for your ongoing support as we move into our next phase of COVID recovery - striving to meet our ambition to provide high quality, accessible and person centred healthcare in a way which is caring, efficient and innovative.

Dr. R Westgate FRCGP

Social Distancing Measures

- **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**



Admin Staff Coming Out Of Scrubs

From Monday 12th April 2021, reception and administration staff will be returning to their normal uniform and will no longer be wearing scrubs.

Please be assured that social distancing measures, regular hand washing and sanitising and the wearing of face coverings in the surgery will remain in place.

The protective screens at the reception areas will stay in place.

Clinicians (GP's, Nurses, Healthcare Assistants) are still going to be wearing their scrubs and full PPE

A little bit of normality!

Act F.A.S.T Stroke Campaign

New Starters

Joining us, we have Dr Mahmood, Dr Hayat, Dr Hutchinson, Dr Jayawardena, Dr Batool, Dr Childs and Dr Sunday has also re-joined us.

Farewell

At the end of March, Dr Joanne Daly left Carlisle Healthcare to pastures new after 9 years in Carlisle, initially working at Brunswick House then the last 4 years at Carlisle Healthcare.

In January, Dr Quayhn bid us adieu.

ANP Jan Talbot will be departing the Practice in April & will be working remotely on Econsult.

Dr Tom Ickes left for New Zealand on 5th February after almost 3 years at Carlisle Healthcare.

Dr Dan Leach departed for Australia on 9th March.

After starting at St Pauls as a receptionist in 1997 and going on to become a HCA and finally a care co-ordinator, Nicola McGarrigle left us at the beginning of February.

Family & Friends Test

March: **97%** of patients would recommend Carlisle Healthcare to family & friends. The computerised survey takes patients comments and analyses the words they use, "Safe, Nice, Polite & Quick" were all used numerous times

Protected Learning Time (PLT) Dates 2021 (Surgery closes at 1pm):

Wednesday 21st April
Thursday 20th May
Wednesday 16th June
Thursday 15th July
Wednesday 15th September
Thursday 14th October
Thursday 17th November

Act F.A.S.T. campaign returns urging people to call 999 at any sign of a stroke

The campaign raises awareness for the signs of stroke and reinforces the importance of acting F.A.S.T. and calling 999 if they notice any single one of the signs in themselves or others.

The campaign is built around the 'Act F.A.S.T.' (Face, Arms, Speech, Time) acronym to highlight the key signs of stroke and emphasise the importance of acting quickly by calling 999:

Think and Act F.A.S.T.

- **Face** - has their face fallen on one side? Can they smile?
- **Arms** - can they raise both arms and keep them there?
- **Speech** - is their speech slurred?
- **Time** to call 999 if you see any single one of these signs of a stroke



How to Contact us

The COVID-19 pandemic has changed how we offer access to primary care services. If you need to contact us please visit www.carlislehealthcare.co.uk and click on "online consultation". Follow the instructions presented, and we will get back to you with a response by the end of the next working day. This response may include an electronic message, health information or signposting to other services, a prescription, a telephone call or a face to face appointment.

If you don't have access to a digital device please phone the surgery on 01228 588121 and speak to our reception staff.

Please note that if you need to contact us about an existing health condition (e.g. contraception, blood pressure, depression and anxiety, thyroid disease, asthma, COPD or diabetes) you can complete a review via eConsult. Visit www.carlislehealthcare.co.uk and click on "online consultation", then click "need to complete a review" towards the bottom right of the screen.

We are also working collaboratively with our community and therapy colleagues (district nursing and rehabilitation teams) to support people who are too unwell to attend the surgery.

When we are closed please visit www.111.nhs.uk or phone 111 if you have a medical problem and you're not sure what to do.

Working differently has allowed us to deliver care in a COVID secure way whilst also aiming to improve patient access, experience and outcomes.

Monthly Statistics

Calls

March: **20,702** - *highest we've received (avg is around 14,500)*

Avg wait time: **163 secs**

Total eConsults Submitted

March: **3,468** - *(avg is around 2,900)*

78% of patients are satisfied with the service
80% of patients would recommend the service to family & friends
74% of patients said their issue was completely resolved 7 days after using service

Follow us on Twitter

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

@Carlislehealth



Prescription Ordering

There are many ways that you can order your repeat prescription from us. You can:

- Use our online prescription ordering form on the practice website – www.carlislehealthcare.co.uk/order-a-repeat-prescription
- Leave a message on our prescription ordering voicemail service by dialing 01228 888 501
- Via the NHS App

Alternatively, you can order your repeat prescription through your usual pharmacy.

Have you considered signing up to a nominated pharmacy for electronic prescriptions?



Social Prescribing Update

Alongside the general signposting to colleagues, patients and families, I typically have ongoing input with between 15 – 20 patients at any one time. The types of work I have been involved in with patients is around tackling loneliness and isolation by exploring what possible community supports are available and helping people to access and engage with these. Examples of the types of work I have been involved in are: Supporting people who have experienced Bereavement, Low level anxiety and emotional wellbeing, Confidence building, Practical support and helping people access agencies that can support people with benefits and legal issues.

During COVID there have also been a number of people supported with regular welfare and wellbeing phone contact.

Representing Carlisle Healthcare in the following Forums;

- Carlisle Community Resilience Group
- Carlisle Culture Interim Development Group
- WHO Healthy City Forum
- Action for Health
- Mental Health Provider Forum
- Bereavement Partnership
- Dementia Action Alliance
- Sustainable Food Carlisle
- Live Well & Dance (Stroke & Parkinson's Group)
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More information on **social prescribing** can be found on our website – www.carlislehealthcare.co.uk

– *Rachel Murdie, Social Prescriber*

COVID-19 Vaccination Update

The programme is focusing on those identified by the Joint Committee for Vaccinations and Immunisations (JCVI) Cohorts 1-9 – those aged over 50 or with underlying health conditions. Some younger people may have been called to make use of vaccines at the end of sessions to ensure vaccine isn't wasted.

How do I get my COVID vaccine?

There are two ways to get your covid vaccine.

- Your GP will invite you for the vaccine
- You will receive a letter from the National Booking Service and you will be able to book at a community pharmacy or a Large Vaccination Centre

You can book into this service when you get a letter from the National Booking Service, but if you want to wait to be called by your Practice you can.

What if I have refused the vaccine – will I get another chance?

Please contact your Practice if you have changed your mind and would like the COVID vaccination. You will then be offered an appointment as soon as possible.

Why do I need to keep following the guidelines after I have had my vaccine?

Follow the hands, face and space guidance. This is to make sure that while you have protection you don't pass covid on to other people. The government will let us know when we can start to relax how we follow the rules. For now we must do all we can to help reduce the spread of covid.

I am under 50 - when will I be called?

Some under 50s may have been called in for their vaccine to ensure no vaccines are wasted at the end of sessions. Nationally we expect the next cohort (those 40-49) to start being called towards the end of April.

Further information can be found on our Practice website www.carlislehealthcare.co.uk

Please be Patient with your Practice

We are well on track to offer a vaccine to all over 50s by the middle of April and all adults by the end of July.

You don't need to do anything – just wait for your Practice to call you

You might get a letter from the National Booking Service. You can book vaccinations centres and community pharmacy sites and more are being added.

If you can travel you can choose to follow the instructions and book a slot OR you can wait to be called to have it closer to home – you won't be forgotten.

Your GP Practice and local pharmacy can't answer any queries about the National Booking Service.



More information and resources at: northcumbriaccg.nhs.uk/covid

