

Welcome to Carlisle Healthcare



**St Paul's
Brunswick House
North Carlisle
Arnside House
Eastern Way**

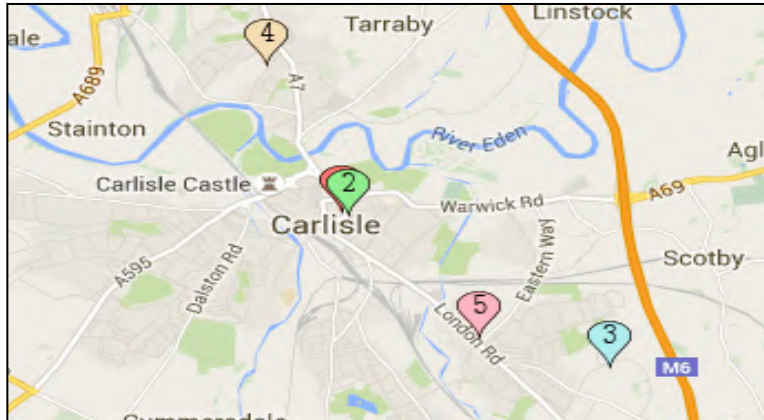
**Main Telephone Number
01228 588121**

**Lines Open - 08.00 - 18.30
Monday - Friday**

How to find us

Carlisle Healthcare practices from 5 sites:

St Paul's , St Paul's Square, Carlisle CA1 1DG (1),
Brunswick House, 1 Brunswick St, Carlisle, CA1 1ED (2),
Arnside House, Sycamore Lane, Carlisle CA1 2SR (3),
North Carlisle, Eden Street, Carlisle, CA3 9JZ (4)
Eastern Way, Harraby, Carlisle CA1 3QZ (5)



Practice Boundary



How to Contact Us

Postal Address

Carlisle Healthcare

Spencer House

St. Pauls Square

Carlisle

Cumbria

CA1 1DG

Main Telephone Number

01228 588121

Lines open 08.00-18.30 Monday– Friday

Repeat Prescription Order line:

01228 888 501

24/7 Automated Line - please allow **4 working days** for prescriptions to be processed (not including weekends or Bank Holidays)

Web Site: www.carlislehealthcare.co.uk

Online prescriptions

Register for this service - ask at reception or on our website

www.carlislehealthcare.co.uk

Online appointments

Register for this service - ask at reception or on our website

www.carlislehealthcare.co.uk

The Doctors

PARTNERS

Dr. Christopher Corrigan: MB ChB (Sheffield 1988) DCH MRCGP.

Dr. Joanne Daly: MBChB 1990 FRCS, MRCGP

Dr. Andrew Edgar: BMedSci, BM, BS, (Nottingham 1984) FRCGP.

Dr. Alan D Edwards MBChB (Dundee 1985) MRCGP

Dr. S Frost: MBChB (Sheffield 2007) MRCGP

Dr. Ross J Kelly MBChB (Hons) (Dundee 1999) BSc(Hons) MRCOphth

Dr. Helen Lawrence MBChB MRCGP (Birmingham 1994)

Dr. Ian Marshall: MB ChB (Leeds 1992) MRCGP, DFFP, DRCOG.

Dr. I C Melrose: MB ChB MRCGP DRCO (Leicester 1995)

Dr. Sally Roberts :MBBS (Newcastle 1992) MRCGP DRCOG

Dr. P Weaving: BMEDSci BMBS (Nottingham 1981)DRCOG MRCGP

Dr. Robert Westgate: MB BS (Newcastle Upon Tyne 1993) DRCOG, MRCGP.

ASSISTANTS

Dr Sofia Pires (Portugal 2003) Medical Degree (Coimbra, Portugal, 2003),
Master in Medicine (Coimbra, Portugal, 2010), Member of the Portuguese
College of GP's

Dr. Barbara Schorr

Dr Karen Smith: MB BS NEWCASTLE 1986 MRCGP 1990

Dr Luis R Angulo Vidal: LMS T(GP) 1993 (Spain)

Certificate of prescribed experience JCPTGP (UK) (2003)

Dr. Thomas Ickes

Dr. Colin Patterson: MB Bch (Belfast) 1987

MANAGEMENT

Tracey Darrington, Managing Partner

Louise Bee & Emma Paton, Deputy Practice Managers

For more information about each of our clinical staff members,
please head over to our website.

www.carlislehealthcare.co.uk

Carlisle Healthcare

Opening Hours

St Paul's Monday - Friday 08.00 am - 8.30 pm
Saturday & Sunday - CLOSED

Consulting times may vary between doctors and nurses and change day to day.

Brunswick House Monday - Friday 08.00 am - 6:00pm
Saturday & Sunday - CLOSED

Consulting times may vary between doctors and nurses and change day to day.

North Carlisle Eastern Way

Monday - Friday - 08.00 am - 6.30 pm
Saturday & Sunday - CLOSED

Consulting times may vary between doctors and nurses and change day to day.

Arnside House

Monday - Friday - 08.00 am - 5.30 pm
Saturday & Sunday - CLOSED

Consulting times may vary between doctors and nurses and change day to day.

Useful Numbers

Cumberland Infirmary: 01228 523444

Ambulance Transport: 0800 032 3240

Choose & Book appointments: 0345 6088 888

Carleton Clinic: 01228 602000

CHOC (formerly CueDoc)
Out of Hours: 111

Emergency Dentist: 01228 603900

London Road Community Clinic: 01228 608000

Midwives: 01228 814872

Carlisle CCG: 01228 603500

Cumbria Police: 01228 528191

Samaritans: 01228 544444

Citizens Advice Bureau: 01228 633909

Introduction

Welcome to our group practice which is based in 5 premises across the city. We have two premises in the centre of the city, St Pauls Medical Centre and Brunswick House; we have a new purpose built surgery in the north of the city North Carlisle Medical Centre and two branch sites to the south of the city, Arnside House and Eastern Way.

This booklet tells you all about the services that we provide; further details can be found on the website at **www.carlislehealthcare.co.uk**

How to make an appointment

Appointments can be arranged in person at any of the five sites, by telephone or online, providing you have registered for the service.

Please speak to our trained reception staff who will ask you for a brief indication of your symptoms in order to help you to see the most appropriate member of our practice team.

Depending on the nature of your problem you may be offered a triage call, which could result in a face to face consultation at the surgery at a specific time; alternatively you may be asked to see one of our Advanced Nurse Practitioner's who are each trained in various areas of medicine.

If you are unable to keep your appointment please contact the cancellation line by calling **01228 588 121 and pressing option 4**. We generally lose around **100** appointments a week through failed attendance.

How to Register with Carlisle Healthcare

All patients living within the practice boundary can register with the practice (see page 2 for boundary map). You will be asked to attend in person with photographic identification and given a registration form and medical questionnaire to complete. You can also register with the practice via our website, **www.carlislehealthcare.co.uk**

Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and your GP surgery are able to see this information. You can register for this service at any reception or online via our website.

Complaints Procedure

If you have any comments or criticisms about the service provided by the doctors and staff you are entitled to ask for an explanation. We aim to provide the best service for our patients and encourage you to let us know about any difficulties.

Complaints will be dealt with firstly by the Practice Manager. It is best to write or telephone your complaint to the Practice Manager who will reply to your problems within a maximum of two weeks, but is likely to be within just a few days. You may make a complaint on behalf of someone else, but we will need consent from that person before the complaint can be discussed. All information, including the outcome of a complaint will be recorded and kept in the strictest confidence.

If your issue is still not resolved after speaking with the Practice Manager, you can contact your local PALS (Patient Advisory Liaison Service). You have the right to take your complaint to the Commissioner.

PPG

We have an active Patient Participation Group with about twenty members who meet on a regular basis to discuss matters which we hope are relevant to patients e.g. the obtaining of appointments, the way prescriptions are dealt with, etc. We are more than happy to discuss any aspect of the practice from a patient's point of view; we then feedback our observations to the practice.

We are always pleased to welcome new members particularly from younger age groups and those who are still working, we want to represent a very wide range of the patient population. For more information or if this appeals to you, please contact Tracey Darrington, Practice Manager.

Computer

The practice is computerised in order to make the service to patients more efficient. Steps are taken to make sure that patient data is protected and the practice has a security policy which is understood by all staff. We are registered under the GDPR Act of 2018.

Confidentiality

We consider all medical and personal information completely confidential, all staff understand this and there is a clause in each persons contract. It will not be disclosed unless the patient gives consent. However, as in all training practices our medical records may be reviewed, by the trainees and their assessors, to ensure that our medical records achieve the high standards required to be involved in teaching future general practitioners.

We will treat you as an individual and will respect your privacy; if you wish to discuss something at the reception desk and require further privacy please ask the receptionist.

Practice Website

Our website has a user friendly layout and a wealth of information about our healthcare services. Find out how to self refer to physio, check your symptoms, choose a pharmacy and more, all from the comfort of your own home. www.carlislehealthcare.co.uk

Patient Access

Patients over 16yrs old can register for online services provided by Patient Access. This allows you to book appointments, order repeat prescriptions, view your medical record summary and test results on your computer, tablet or smartphone. What's more, because Patient Access is a 24 hour online service you can do this in your own time day or night.

For security purposes patients applying for online services will be asked to present their photo ID to one of our reception desks at any of the surgery sites. Once approved you will be given a login details.

All information that is sent to your surgery via patient access is secure.

Nurse Practitioners

We have several nurse practitioners at the practice specialising in a variety of clinical areas and dealing with patients of all ages. All are qualified nurses who have undergone additional training to enable them to diagnose and treat in the same way that the doctors do for many conditions. All nurse practitioners have prescribing qualifications. Within our team, the nurse practitioners often see people who need emergency appointments on that same day, as well as dealing with long term illnesses. Our nurse practitioners are not only highly qualified, but they have a wealth of experience in the work they do. There is always a doctor available if further input is required.

Nurses

Our practice nurses hold surgeries and clinics at all five sites . We have several practice nurses with skills ranging from asthma to wound care. Their duties include; long term conditions management, child and adult immunisations, blood tests, ear syringing, dressings, removal of stitches, blood pressure, general health checks and much more.

Healthcare Assistants

We employ several health care assistants who are able to carry out certain tasks to assist the doctors and nurses, these tasks include taking blood, blood pressure and ECG's.

GP Registrars

A GP Registrar is a fully qualified Doctor who is undertaking the further three years necessary to become a GP. The Practice believes that we must take an active part in training junior doctors and medical students. This is the way we can contribute to a continued quality of new GPs to serve patients in the future.

Medical Students

From time to time a senior medical student may accompany one of the doctors. Your help in allowing them to listen and learn would be much appreciated, but you will always be asked if this is acceptable to you.

Other NHS Staff

The Practice works with a range of other community based staff including district nurses, health visitors, counsellors, chiropodists, mental health teams and dieticians.

House Visits

A request for a home visit should only be made if the patient is too ill to attend surgery. Where possible requests should be made before 10.00am. Normally you will be asked to leave your details and a doctor will call you back, this allows the doctor to assess the call and decide upon urgency which helps prioritise the calls and workload. The doctor who visits may not be your doctor of choice.

Out of Hours

111 are responsible for providing medical advice when your GP surgery is closed. At 6:30pm Cumbria Health on Call (CHOC) is responsible for providing the medical services. Please call 111 at 6:30pm if medical help is needed after the surgery closes.

Repeat Prescriptions

Repeat prescriptions can be ordered via our website, on-line via Patient Access, via our surgery reception desks during our normal opening hours and at any time by telephoning our 24/7 automated voicemail **01228 888501** and leaving a voicemail message.

We would ask you to allow 4 working days for your prescription request to be processed before collecting the prescription or medicines from your nominated pharmacist or surgery.

Test Results

If you have a test taken by a doctor or a nurse you will normally be told how long these results take to come back. If you are not contacted by the surgery you can assume that no further action is needed, either your test was normal or the medication you were given is correct, however if there is something you need to know you will be contacted by phone or by letter. You can now also check your results through our Online Patient Access.

Vascular Clinics

These are nurse led clinics for patients who have a long term chronic condition such as diabetes, heart disease, kidney disease, stroke etc. Patients are invited in by letter and usually see the healthcare assistant or nurse for blood tests and pre clinic checks.

Asthma

These are Nurse led and provide management and support for all patients with Asthma. We carry out regular assessments to ensure patients have maximum control of their Asthma.

Minor Operations

Minor operations clinics are performed at Arnside House. Patients are referred by a doctor for this service and there is a waiting list for appointments so a dedicated team within Carlisle Healthcare will contact patients with an appointment.

Well Woman Clinic

Dr Sally Roberts runs clinics at North Carlisle and Arnside House. For information and advice on contraception, menopause, heart disease prevention, osteoporosis, breast awareness and cervical cytology.

Ophthalmology (Eyes)

Dr R Barnsley & Dr R Kelly run specialised clinics at Arnside House and St. Paul's, again patients are referred through the choose + book system and may also be patients from other practices. These clinics are continually developing and expanding and patients can now be seen for minor surgery, glaucoma and post cataract operation care.

Text reminder service

If you have a mobile phone, you will receive a text reminder a few days before your appointment. You will be able to text back to cancel if you no longer need the appointment. Please ensure your contact details are up-to date with your practice so that you can take advantage of this service.