

## In This Issue

- Farewell, Dr. Bone & Dr. Barnsley
- Glimpse of Brilliance Award
- GP Parkrun Pledge
- The PPG Need You

## Upcoming Training

- **Wednesday 12<sup>th</sup> June 2019**

*Surgeries close at 1pm for practice development. St. Paul's Medical Centre will reopen for pre-booked appointments at 6pm.*

## Did You Know?

We can take card payments over the reception desk or over the phone for any outstanding fees you need to pay.

## 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.

## Farewell, Dr. Bone & Dr. Barnsley

As Carlisle Healthcare moves forward, it is with sadness that we say goodbye to Dr Richard Barnsley and Dr John Bone who have been Partners with Carlisle Healthcare, and St Paul's before for around 4 decades, much loved by patients and staff alike.

To celebrate their years of devotion and dedication to the Practice we held a party at the Halston on Friday 24th, at which we shared many happy memories, reflecting on the journey these two have led us through for so many years.



John came in 1976. He shared his reflections on his arrival at Carlisle early in his medical career. One of his first tasks was to help patients at the old Cumberland Infirmary move into the newly built tower block.

As John undertook his final ENT clinic at the Infirmary prior to leaving his senior post he found it somewhat moving to see on that very day the final pillar of that 'new tower block' being demolished some 40+ years later as he saw his final patient! In the words of his colleagues 'they call that Progress, John!'

Richard, who joined in 1983 likened his professional life experience to being on 'the Good Ship St Paul's' that enjoyed many years sailing across the oceans, defining new routes as they went. Sadly, the NHS hit such difficult times that Good Ship St Paul's had to tie itself together with two other ships in an attempt to cross difficult waters without sinking.

This fleet of three formed a new ship, the 'Good Ship Carlisle Healthcare' which made that journey through the very troubled waters but has successfully come through to the other side, transformed into a new, stronger and more capable vessel, once again able to take us and our patients safely ahead.

We would like to thank them both for their contribution to setting the standards and direction for the practice over so many years, which has been so crucial in ensuring we always strive to deliver the best standards of care possible for our patients we serve.

We wish John and Richard well and lots of fun in their new found free time, as we know they have lots of plans to keep themselves busy. During our many years working closely with these two gentlemen we have formed long lasting friendships that will keep us together for many years hence.

***The Partners and Staff of Carlisle Healthcare.***



## Ring, Ring

During the month of April, a huge amount of 14,560 calls were taken by our call handling team. The average call wait time was 181 seconds, which is about 3 minutes!

## Missed Appointments

**529** appointments were missed during April. *Please cancel your appointment if you cannot make it.*

## Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 603 people were asked and 194 responded. The survey computer takes patients comments and analyses the words they use, this month **"Professional, Quick & Superb"** were all used numerous times. 82% of patients stated they would recommend us as a GP practice.

## Website Statistics

Since the launch of our new website in November 2018, a total of 1001calls, 373 visits in person and 139 appointments have been avoided as our patients can now self-manage their medical requests online! **Have you checked out the new website & all its snazzy features?**  
[www.carlislehealthcare.co.uk](http://www.carlislehealthcare.co.uk)

# Glimpse of Brilliance Award

Did you know that Carlisle Healthcare has its very own Integrated Care Community Hub (ICC)?

An integrated care community works together to improve the overall health and wellbeing of the community.

They do this by:

- Joining up health and care services to work better together
- Providing more care out of hospital where possible
- Supporting people to have information about their health conditions.

In April, Carlisle Healthcare's ICC Hub, along with other ICC's within Cumbria, won the GoB Award! This award recognises and celebrates the continuous hard work healthcare individuals do to support patients every day.



Well done team!

## GP parkrun Pledge

After the initial launch back in March, we have continued to successfully advocate the parkrun initiative to both patients and staff.

The Royal College of General Practitioners who started the parkrun practice initiative has encouraged over 1,000 GP surgeries to sign up.

To celebrate the 1 year anniversary of the runaway idea launch (pun intended) on Saturday June 1<sup>st</sup> there will be a GP parkrun Pledge Day.

This is a chance for GP's and practice staff across the country to

pledge to participate (be it walk, run or volunteer) at their local parkrun.

We are pleased to announce we are rallying up the troops and will be joining forces with many other local NHS healthcare staff for this event.

We would love for our patients to come support us by taking part or even by cheering us all on from the sidelines.

If this is something you like the sound of, please ask a reception member for more details, pick up a welcome pack or head to our website.

## The PPG Need YOU!

### **Do you want to...?**

- Help the practice improve their services
- Improve communication
- Help the practice make the best use of their resources

The Patient Participation Group (PPG) meet on a regular basis to talk about the practice, we are happy to talk about any aspect from a patient's point of view.

In the past we have discussed the appointment system and surgery closing times. We currently have 20ish members and are looking to welcome new members from younger age groups, Carlisle Healthcare are looking for young adults to join the PPG.

### **What happens at the meetings?**

- You will get the chance to voice your feedback and create positive changes
- Be a part of a group ensuring that the PPG make a difference to the everyday running of the practice.
- We relay our observations back to the practice and help implement the changes

If this sounds like something you are interested in or want to know more, please ask a staff member for further information or take a look at our website [www.carlislehealthcare.co.uk](http://www.carlislehealthcare.co.uk)