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Upcoming Training

- **Wednesday 14th November 2018**
Surgeries close 1pm - 6:30pm for practice development.

Missed Appointments

588 appointments were missed from September 22nd to October 22nd.
Please cancel your appointment if you cannot make it.

Children's Flu Vaccine

The Children's flu programme will take place during November.
Please call reception to see when the next available clinic is.

Keeping Well This Christmas

Welcome to the Autumn/ Winter newsletter. We have all enjoyed particularly good weather over the summer but the practice is expecting to become busier as winter approaches.

Can we encourage all over 65yr olds and those with chronic conditions (heart and lung conditions and diabetes) to have their flu jab as soon as possible. We have a drop in session on Saturday 10th November at St. Paul's Medical Centre between 8:30am - 3pm.

Consider getting ready for the winter coughs and colds by stocking up on over the counter remedies such as paracetamol. There is no medical evidence, for or against, over the counter medication for coughs, but they can ease the pain and temperature. Colds and flu are viral infections and antibiotics do not help. Advice can be sought from your chemist.

However, if you or a loved one feels "severely sick", doesn't appear to be themselves and shows any of the following symptoms, sepsis should be suspected and you should contact medical help as soon as possible.

- Weakness
- Loss of appetite

- Fever and chills
- Thirst
- Difficult or rapid breathing
- Rapid heart rate
- Feeling dizzy on standing up
- Low urine output

To help reduce the need for you to ring the practice, we have developed a new website which will be launched on 1st November.

The address will still remain as **www.carlislehealthcare.co.uk**

On this website there will be lots of useful information about who we are and what we do and you will also be able to make appointments and request sick notes.

On the new website there will be a link to register for patient access.

Patient Access will allow you to see:

- Your repeat medications
- Your immunisations
- Your test results and a comment by the medical team
- A summary of your medical records

We are hoping that this will go some way to reducing the waiting times on the phones, especially Monday mornings.

Written by Dr. Andrew Edgar, GP Partner.

Keep Antibiotics Working

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. It is estimated that at least 5,000 deaths are caused every year in England because antibiotics no longer work for some infections and this figure is set to rise with experts predicting that in just over 30 years antibiotic resistance will kill more people than cancer and diabetes combined.

To help keep this precious resource in the fight against infections working, the public are asked to play their part and urged to always trust their doctor, nurse or pharmacist's advice as to when they need antibiotics and if they are prescribed, take antibiotics as directed and never save them for later use or share them with others. The campaign also provides effective self-care advice to help individuals and their families feel better if they are not prescribed antibiotics.

Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 623 people were asked and 200 responded. The survey computer takes patients comments and analyses the words they use, this month "Nice, Polite and Happy as well as Efficient" were both used numerous times.

Macmillan's Coffee Morning

Carlisle Healthcare proudly hosted a whole week of Coffee Morning's to celebrate The World's Biggest Coffee Morning on [Friday 28th September](#). It is Macmillan's biggest fundraising event for people facing cancer, raising over £27 million last year alone. Together, we made this another successful year by raising a fantastic **£100**, so a huge thank you to everyone for taking part in baking sweet treats and donating to a worthwhile cause!

Minor Ailment Scheme

It's estimated that every year, over 50 million doctor's appointments are made for minor ailments which a pharmacist can offer advice about and treatment options.

So if you have a common health concern, why not save yourself time and ask a pharmacist for a confidential chat. There's no appointment necessary. They can offer expert advice on:

- Common ailments
- Stomach troubles
- Skin conditions
- Eyes, ears and oral health
- Women's health
- Children's health

How Online Services Can Help During Winter

It's important to look after yourself, especially over the winter months.

The cold weather can be bad for your health, particularly in children, the elderly and for people with long-term health conditions such as diabetes or heart diseases.

There are lots of things you can do to keep you and your family well this winter.

GP online services are available at Carlisle Healthcare to help people better manage their health this winter. These services enable patients to book GP appointments and request repeat prescriptions via their computer, smartphone or tablet at a time that suits them, anywhere, anytime – 24 hours a day, seven days a week.

Patients who require repeat prescriptions can request these from

the comfort of their own home, rather than venturing out in the cold or wet weather to drop their request off at the practice.

You will also be able to review which medication you should be taking, the dosage and when it should be taken – helping to improve your understanding of your medication.

To register for GP online services you will need to fill out a form at the practice and show two forms of ID one of which should have a photo (such as a UK passport or driving license) and the other should have your address (such as a council tax bill).

If you don't have photo ID or anything with your address on it, it doesn't mean you will not be able to use online services, our practice staff may be able to help.

Cancelling Your Appointment

Forgetting to cancel your GP appointment if you no longer need it prevents someone else from being seen. To cancel an appointment, please use the following methods:

- **Telephone:** 01228 588 121 – press option 4 (automated voicemail line)
- **Text:** Reply 'CANCEL' to your appointment reminder text if you can no longer attend
- **Patient Access:** Login and cancel via "Next Appointments" section
- **Reception:** Ask at Reception to cancel any appointments.

Please also let us know if any of your contact details change.

All types of appointments are important, so *please* ensure you let us know if you can't make it.

Extended Access Service

A new service to provide GP services outside our usual core hours has been commissioned by the NHS from October 2018. Carlisle Healthcare will provide pre-booked evening appointments until 8pm each weekday evening at our St Paul's site.

Cumbria Health On Call (CHOC) will provide pre-booked appointments at their treatment center at the Cumberland Infirmary at weekends from 8.30am until 5.30pm. The weekend appointments can currently only be booked via our surgery reception on 01228 588121.

The weekend service is in addition to the usual out of hour's service provided by CHOC. Clinicians providing this new service with CHOC will have full access to your usual GP records and will be able to access results, authorise medications and make referrals in the same way as your GP team are able to during the week.

Please note that 111 and Cumbria Health on Call will continue to provide urgent primary care services when we are closed.