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## Upcoming Training

- **Wednesday 10<sup>th</sup> April 2019**

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

## Missed Appointments

**485** appointments were missed during February. *Please cancel your appointment if you cannot make it.*

## Christmas Jumper Day

Carlisle Healthcare proudly hosted Christmas Jumper Day on Friday 14<sup>th</sup> December in aid of Eden Valley Hospice and raised a whopping £118! A huge thank you to everyone for taking part in wearing a novelty knit for a great cause!

## Updated Website

Welcome to the early Spring edition of Carlisle Healthcare's Newsletter. My name is Dr Robert Westgate and I'm a GP partner with Carlisle Healthcare (having been a partner at Brunswick House Medical Group previously since 2001).

Carlisle Healthcare launched a new website at the end of November 2018. The website provides some new features to try and improve your health and well-being, self-management for common ailments, information on how to self-refer to frequently used services and gives another way of contacting the practice with non-urgent queries (as an alternative to using the phone) via your home computer, tablet or smartphone.

The website provides information on how to self-refer to physiotherapy, sexual health services, and counselling (First Step) without the need to see a GP first. In addition, you can now contact us via a secure messaging service with non-urgent queries. This could include questions

about recent test results, prescriptions, referrals or fitness to work certificates. This should make it easier for you to contact the practice and help reduce some of our telephone traffic, which in turn should make it easier for people with more urgent queries to get through on the phone. The website address is **[www.carlislehealthcare.co.uk](http://www.carlislehealthcare.co.uk)**

The new website also provides a gateway to viewing your own medical records via [patientaccess.com](http://patientaccess.com). If you haven't already signed up for this service please speak to us next time you're in the surgery or contact us via the website to request your unique passcode.

We hope that by updating the website and by actively promoting [patientaccess.com](http://patientaccess.com) we can offer a more positive experience of our services and promote a greater degree of autonomy and wellbeing amongst our population.

**Dr Robert Westgate FRCGP**

## Carlisle's First Parkrun Practice

**We** are very excited to announce our news... We are Carlisle's first Parkrun Practice! Parkrun is a free 5k event that takes place every Saturday morning 9am accessible for people of all ages and abilities, year-round (even Christmas Day!), at Chances Park, Morton, Carlisle, CA2 6JP.

Each participant is encouraged to stick to a pace they feel comfortable at. Thousands of people walk the event with a companion, jog along with a dog or even join in as volunteers and spectators. Whether it is to be part of a supportive, welcoming community, gain fitness, make friends, learn new skills, try something new or simply be active in the fresh air, everyone has their own reason to attend a parkrun. It is also a great way to help clear your head, build up your confidence and mindset.

The initiative aims to improve the health and wellbeing of health care staff, patients and carers, reducing the need for lifelong medication. In 2017, the 1.11 billion prescriptions dispensed in communities across the UK cost £9.17bn so health care practitioners at Carlisle Healthcare will be 'prescribing' parkrun to our patients in a bid to help reduce unnecessary medicinal prescriptions!

Ask a member of staff for more information.

## Cervical Screening Saves Lives

### Ring, Ring

During the month of February, a huge amount of 14,544 calls were taken by our call handling team. The average call wait time was 241 seconds, which is about 4 minutes!

### Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 644 people were asked and 196 responded. The survey computer takes patients comments and analyses the words they use, this month "**Caring, Pleasant, Quick and Nice**" were both used numerous times. 87% 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 653 calls, 242 visits in person and 97 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)

**A**round 2,600 women are diagnosed with cervical cancer in England each year and around 690 women die from the disease, which is on average two women a day dying from cervical cancer in England.

It is estimated that if everyone attended screening regularly, 83% of cervical cancer cases could be prevented; however, attendance is at a 20-year low, with one in four women in the UK not attending their cervical screening.

On Tuesday 5<sup>th</sup> March, Public Health England, with support from NHS England, will launch the first ever national cervical screening campaign targeted at women who are eligible for screening (those aged 25 – 64).

This campaign is to raise awareness of the risks of cervical cancer and highlight the preventative benefits of screening; encouraging women to respond to their screening invitation letters, and if they missed previous invites, to book an appointment.

Cervical screening (a smear test) is a free health test that helps prevent cervical cancer. It looks for cell changes (abnormalities) on the cervix caused by high-risk human papillomavirus (HPV).

We are aware there are a number of barriers to screening including concern that it might be painful and embarrassing, however the test itself only takes a few minutes and is gently performed by nurses with extensive experience.

We are very proud to say that Carlisle Healthcare has contributed to the rise of cervical screening tests within North Cumbria. Despite the national average falling, North Cumbria has shown a steady improvement as the national target sits at 80% with North Cumbria achieving 77.8% during 2018.

So please, if you have been invited or have missed an appointment, get in touch with the surgery today to arrange your smear test.

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## Think Chemist, Think NHS.

**O**ur new campaign is to encourage and educate our patient population to take an individual responsibility to look after themselves through self-managing any minor ailments.

By doing so, we are asking our patients to play an active role in their own health and wellbeing, ensuring that when they only need items now and again, it is better to buy over the counter medicine for pennies instead, which in turn helps GP's reduce medicine wastage and unnecessary costs to the NHS.

Wasted prescription medicines cost the NHS around £300m each year & a further cost of £136m a year is spent on prescriptions for medicines that can be bought over the counter! These large sums of expenditure could effectively be used to help the NHS give priority to treatments for people with more serious conditions and frontline care.

Community pharmacists offer a more convenient, quicker way to obtain clinical advice on minor health concerns, and can consult with patients in a private consultation room with no need for an appointment as each pharmacist trains for five years in the use of medicines before they qualify.

A wide variety of conditions can be treated from thrush to conjunctivitis, ringworm to earache, why not pick up a leaflet from reception to read the extensive list for yourself!

For further information on how you can help dramatically reduce medicine wastage and keep costs to the NHS down then head over to our website [www.carlislehealthcare.co.uk/digitalpractice/wellbeing-centre](http://www.carlislehealthcare.co.uk/digitalpractice/wellbeing-centre)