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Upcoming Training

- **Thursday 10th October 2019**

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

Missed Appointments

502 appointments were missed during August.

Please cancel your appointment if you cannot make it.

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.

The CHC Journey

Welcome to the early autumn edition of your newsletter. It's now nearly 3 years since we came together as Carlisle Healthcare. It's been something of a bumpy ride but I'm pleased to report on some of the developments that are happening at the surgery.

Many of you will be aware of the national shortage of GPs. As a practice we have invested heavily in both GP training and non-medical staff training. It's with pleasure that I report that three of our recently trained GPs have decided to stay and work with us (or come back in the very near future) and also that we have a full intake of 4 new GP registrars from this summer. Some of their stories are shared in this newsletter. Please make them welcome if you see them as they settle into their new roles at Carlisle Healthcare.

In addition we have a new cohort of 3 nursing staff commencing their advanced nurse practitioner training with the University of Cumbria this autumn. They will join our team of 15 existing clinical nurse specialists and

advanced nurse practitioners.

This year has seen the announcement or a major reorganisation of the NHS in England. This provides new investment into primary care and supports collaboration, integrated working across health and care agencies and a focus on personalised care.

We welcome this as a practice and following our recent merger we are in a strong position to harness the new resources available to us. This new investment will help us to continue to grow and diversify our workforce (e.g clinical pharmacists, paramedic practitioners, physician's associates, physiotherapists and a social prescriber) which in turn will free up our medical staff to allow them to work to their strengths. These developments should help us to realise our vision of "providing person centred care". This is only possible if we work together with you as co-partners in your healthcare.

Thank you for your ongoing support.

Dr Robert Westgate FRCGP
Partner, Carlisle Healthcare

Adult Flu Clinics

Summer 2019 has come to an end and although we are still enjoying a few glorious days of sunshine and warm(ish) weather, the season of flu is fast approaching and we want to make sure our patients are aware of how the adult flu clinics will be run this year.

Saturday 21st September, North Carlisle = Patients over the age of 65.

Saturday 5th October, North Carlisle & St Pauls = Patients over the age of 65.

We are not offering pre-booked appointments for this date; instead it will be a drop in clinic from 8:30am-3:30pm.

A 3rd clinic date for those who are under the age of 65 and eligible for the flu jab will take place however the date and location is TBC. Patients under the age of 65 require a different injection however there is a slight delay in the delivery of these vaccinations.

All those eligible will receive a letter/ text inviting them to this clinic. Alternatively if you don't wish to have the flu jab, please inform the practice so the Reception Team can update your notes.

Ring, Ring

During the month of July, a huge amount of 15,787 calls were taken by our call handling team. The average call wait time was 286 seconds!

Family & Friends Test

Every month, Carlisle Healthcare survey's the patients after they have had an appointment. Last month, 660 people were asked and 195 responded. The survey computer takes patients comments and analyses the words they use, this month "**Pleasant, Caring & Happy**" were all used numerous times. 85% of patients stated they would recommend us as a GP practice.

A Busy Summer

We receive a lot of prescription requests via the 24/7 automated voicemail. During July 4069 voicemail requests were completed. A lot of local chemists also request medication via fax. During July 3984 fax requests were also completed.

These figures don't take into account the paper prescription requests, requests via online services or the website requests.

Well-done to our Prescribing Support Team for working so tirelessly.

Website Statistics

Since the launch of our new website in November 2018, a total of 1562 calls, 529 visits in person and 224 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?

Our Website

Back in November 2018 we launched our brand new and very snazzy website. We are very proud of all the new features on offer to use and the abundance of information readily available. For those who haven't heard about it we wanted to share how you can now self-manage your health via the website. You can:

- Order a repeat sick note
- Ask a Doctor a question
- Submit blood pressure readings
- Order repeat medication
- Sign up to online services
- Register as a patient
- Select a nominated pharmacy
- Change your contact details
- Request test results
- Track a referral
- Ask a prescription query
- Plus much more...

We have a dedicated Well-Being center containing lots of information on the various services available both locally and nationwide such as First Steps, Cruse Bereavement, Weight Watchers and more. You can also self-refer to a number of services including physiotherapy and podiatry.

Alongside this we are continuously adding interesting articles and links such as Dying Matters Awareness Campaign, changes to over-the-counter medication prescriptions, Parkrun Practice initiative and the much anticipated NHS 111 Online symptom checker.

Head over to www.carlislehealthcare.co.uk and take a look round!

The New Registrar's

"I am Chinwendu Okoro (prefers to be called Chinwe). A GPST1, I trained and have worked in Nigeria for many years. I worked in a private Psychiatric hospital in England prior to starting GP training. I am very delighted to commence my training in Carlisle Healthcare; my expectation of a friendly training environment with rich academic input has already been surpassed.

I thank everyone in this practice for making me feel at home and for all the unwavering support that I have received from you all. I could not have prayed for a better place to start my GP training!"

Cheers, Chinwe

"I have a dachshund called Oswald and enjoy swimming and reading. I have lived in Carlisle for the past 3 years and moved down from Edinburgh."

Best wishes, Victor

NHS No Deal Brexit

As many will be already aware, there is a current manufacturing and distribution issue with a variety of medications due to the current affairs of the UK.

The government is working with pharmaceutical companies, suppliers, and the NHS to make sure patients continue to receive the medication they need if the UK leaves the EU without a deal.

Around three quarters of the medicines and over half the devices and one-use medical products, such

as syringes, that the NHS uses, come into the UK via the EU.

The Practice Pharmacists are working tirelessly alongside our Prescribing Support Team to safely ensure the local pharmacies are able to dispense alternative medication and have adequate stocks. If there are any shortages of particular medicines after EU Exit, the same system will be in place.

We will keep our patient community updated on this situation as an when we have the information.