



Health Wise

Upper Eden Medical Practice Newsletter
April 2016 Edition

Surgery Opening Times

Kirkby Stephen

Mon—Fri

8.30am– 6.30pm

Dispensary

9am—6pm

Brough

Mon & Wed

8.30am-6.30pm

Tue & Fri

8.30am-1pm

Thurs

CLOSED

Tebay

Mon 11.30– 1.30pm

Tues 4-6.30pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm

PLT

(Protected Learning Time)

For Staff

Development Afternoons

April 20th 2016

May 19th 2016

June 22nd 2016

July 20th 2016

The surgery / dispensary will be closed from 1pm and will reopen the next day.

If you require urgent medical help and it is non life threatening, please ring 111

/ Practice Manager Update



Sad farewells... At the end of March we said a fond farewell to Jenny Brzosko our lovely Receptionist at Kirkby Stephen. Jenny is retiring after working with us for over 15 years. She is kind, caring, extremely hard working with a wicked sense of fun and we shall all miss her terribly. On behalf of the doctors, staff and patients we wish Jenny a long, happy and healthy retirement.

Happy hellos... In March we welcomed Emma Yates to our practice working as a Receptionist. Emma joins us with lots of experience previously working at Glitsch. She impressed us with her friendly, calm and considerate manner and I am sure she will be a great addition to our Reception team which most of you know is the hardest job in the practice!

Online update Many of you will already be aware that you can now make appointments and order your prescriptions online—some of you will even have the APP on your smartphone! From 1 April 2016 you will also be able to apply to start to view additional parts of your medical record such as test results and some letters etc. If this is something you wish to find out more about then please speak to a member of our reception team for an application form.

Facebook and social media I have recently become aware that some patients are taking to facebook to comment on the service at our practice. I would strongly urge anyone who has any comments good and bad to get in touch with me directly so that we can discuss your comments. I promise to listen carefully and together we can agree how to take things forward. Unfortunately, comments on facebook or social media only reach me vicariously and make it difficult for me to try and address. All we want to do at our practice is provide you, our patients, with the best service we can—so please tell us when we get it right and tell us when we get it wrong so that we can learn and improve for next time.

Works to our car park In April (for 4 weeks) we are having some improvement works to our car park. This will cause some disruption whilst the work is taking place. The works will result in a safer, more improved environment for people arriving on car and on foot.

Thanks, **Kerry Harmer, Practice Manager**

PATIENT ACCESS

Register for **Patient Access** today

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- Free mobile app
- **To register, just ask at reception**



Please remember to bring your ID when registering for Patient Access.



Talking therapies to help manage depression and anxiety.

How can we help?

Feelings First Step can help you manage include:

Depression

Anxiety— for example, panic attacks, phobias, obsessions or chronic worry

Problems that remain longer than you would expect following a traumatic incident for example, an assault or a car crash.

If you think we can help, ask you GP if they think First Step is right for you or you can refer yourself by telephoning 0300 123 9122 within office hours.

Changed your mobile number???

Please make sure you let us know when you change your mobile number.
We offer a appointment text message reminder service.

Collection of medication at Brough Surgery.

Please can we remind you that when picking medication up from Brough surgery on **FRIDAYS** that you collect between **11am –1pm**, this is because the delivery driver will not be there before then.

18 - 24 April, Parkinson's Awareness Week

One in every 500 people has Parkinson's and affects parts of the brain by a lack of chemical called dopamine, causing some nerve cells in the brain to die.

Parkinson's Awareness Week is the biggest opportunity of the year to reach more people affected by Parkinson's and change public attitude of the disease.

Parkinson's UK Charity has free materials available to organise events and promote awareness week.

For more information, please see details below or visit Parkinson.org.uk

Tel: 0845 121 2354

Email: resources@parkinsons.org.uk

Post: Parkinson's UK, PO Box 485, Grays RM17 9HY



The Upper Eden Medical Practice will be closed on the following days due to Bank Holiday:

Monday 2nd May 2016

Monday 30th May 2016