

### **Palliative Care Team**

Includes your GP, District Nurses, Macmillan Nurse and Social Worker. We work closely together to give you and your family the best possible care. Contact details will be given to you should the need arise.

### **Midwife**

The midwives hold clinics on a Wednesday morning at the Brough surgery. If you are thinking of starting a family, you can make an appointment with either the doctor or midwife for a health check and advice. The midwife will then advise you on antenatal and postnatal care.

### **They can be reached on 017683 53719**

Penrith Maternity: Tel. 01768 245558

Helme Chase Kendal: Tel. 01539 795375

### **Physiotherapy**

Referrals are made via your GP. Alternatively self-referral to the Penrith Physiotherapy Department is also available. Please ask at reception for details.

### **Medicals/Medical Insurance**

Charges will be payable for HGV, PSV etc. Please contact reception for a current list of charges or visit our website.

### **Community/District Nursing Services**

Our Community/District Nurses are able to support you with nursing care at home. Tel. **017683 51179**

### **Health Visitor**

Beth Postlethwaite is here to help and advise on any aspect of family health. Tel. 017683 54964.

### **Community Psychiatric Nurse**

Referral is normally made by your doctor.

### **Wellbeing Service**

Wendy Tonge is our Living Well Coach. Referral is made by your doctor, nurse practitioner or practice nurse.

### **Carers**

If you are a carer, please let us know as we can put you in touch with organisations that can help support you. Eden Carers can be contacted on Tel. 01768 890280.

### **Your Rights and Responsibilities**

We aim to give you the best possible service. If you have any comments or suggestions as to how we may improve our service, please contact the Practice Manager, Andrew Pearse in writing.

If you feel we have not dealt with your issues as you would have wished, you can contact the NHS Complaints Advocacy Service on **0300 330 5454**.

### **Patient Expectations**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar manner.

The Practice operates a zero tolerance policy to any threatening, abusive or violent behaviour.

### **Patient Participation Group**

Our patient participation group are a group of our patients who are interested in being involved in the issues that affect patient care and are keen to suggest ideas, offer feedback and promote our Practice within the community. If you would like to join the patient participation group please contact the practice or visit our website.

### **Keeping us informed**

It is important for your healthcare that we have up to date records. Please inform us of any changes to your address or contact numbers as this **may save your life in an emergency!**

All your records are confidential and are only accessible to those involved in your care. You have the legal right to know what information we hold about you. Consequently if you would like to see your records, please contact the Practice regarding Patient Access.

### **Further Information**

If you'd like further information regarding any of our services, full details can be found on our website and Facebook page.

**Website: [www.upperedenmedicalpractice.co.uk](http://www.upperedenmedicalpractice.co.uk)**

Find us on Facebook at:

[www.facebook.com/upperedenmedicalpractice](https://www.facebook.com/upperedenmedicalpractice)



# **UPPER EDEN MEDICAL PRACTICE**

**Kirkby Stephen Health Centre  
Silver Street, Kirkby Stephen  
Cumbria CA17 4RB**

 **017683 71369**

## **Our Branch Surgeries**

**Brough Surgery  
Main Street, Brough,  
Kirkby Stephen CA17 4AY**

 **017683 41294**

**Tebay Surgery  
Off Church Street, Tebay CA10 3SP**

 **015396 24591**

**[www.upperedenmedicalpractice.co.uk](http://www.upperedenmedicalpractice.co.uk)**

## General Practitioners

- **Dr Jacqui Merckel** MBChB DCH DRCOG MRCGP
- **Dr Tim Young** MBChB, DRCOG
- **Dr Davina Solomon** MBChB, MRCGP
- **Dr Matthew Galea** MBChB MRCGP
- **Dr Amy Tooze** MBChB MRCGP DRCOG
- **Dr Phil Harbot** MBChB
- **Dr Sarah Williams** MBChB
- **Dr Lara Campbell** MBChB MRCGP DFFP

## Practice Manager

Andrew Pearse

## Nurse Practitioner

Lyn Hind

## Practice Nurses

Angela Coburn, Rachel Brierley & Russell Willett

(Services provided include blood tests, ear syringe, health checks, dressings, vaccinations & cervical smears).

## Assistant Practitioner

Hayley Cooper

## Healthcare Assistants

Mandy Riley & Adelle Brittleton

(Services include blood taking, blood pressure recording, ECG's and flu jabs, basic health checks). No under 16's.

## Dispensers

Joanne Marston, Jayne Bland, Lisa Steadman, Wendy Hayton, Alison Pedley & Heidi Seymour

## Administrators

Andy Sayer, Sue Birkbeck,

## Medical Records Team

Tanya Wallace, Kathryn Walls

## Secretaries

Margaret Lord, Emma Yates & Georgina Harrison

## Receptionists

Janet Allonby, Emma Yates, Lucy O'Donoghue, Emma Harding, Megan Brockbank, Emilie Brewster, Judith Christie & Hannah Bell

## Appointments

### **Routine / Non-urgent appointments**

These are routine appointments that can be pre-booked up to 4 weeks in advance.

### **Urgent / Same day appointments**

Our on the day Urgent call back appointment system allows you to speak to a Doctor or Nurse on the day you have a health need. The doctor or nurse will arrange for you to come into the surgery if they think you need to be seen.

**Please note: For urgent appointments, you must call us before 10.30am.**

If you call after this time, you may not be offered a call back the same day, unless it is an emergency. You will not be able to specify which doctor or nurse you see.

**Please note:** if you arrive more than 10 minutes late for any appointment, you will be asked to re-appoint.

### **Telephone appointments**

These can be arranged for any healthcare need that does not require a face to face consultation.

### **Home visits**

If you are too ill to attend the surgery and would like to request a home visit, please call us before 10.30am, whereupon a GP will call you back to assess your needs.

## Surgery Opening Times

**Kirkby Stephen** Monday 8.00am - 7.00pm  
Tuesday 8.00am - 8.00pm  
Wednesday 8.00am - 6.30pm  
Thursday 8.00am - 6.30pm  
Friday 8.00am - 6.30pm

**Brough** Monday 8.30am - 6.30pm  
Tuesday CLOSED  
Wednesday 8.30am - 6.30pm  
Thursday CLOSED  
Friday 11am - 1.00pm \*  
(\* medication collections only)

**Tebay** Monday CLOSED  
Tuesday 9.00am - 12.00pm  
Wednesday CLOSED  
Thursday 3.00pm - 6.30pm  
Friday CLOSED

## Staff Training

Please note: All our surgeries are closed one afternoon per month for Protected Learning Time (PLT). A list of dates is displayed at the surgery and on our website. During this time emergency cover is provided by Cumbria Health on Call. **Ring 111** if you require assistance.

## Out of Hours

The surgeries are closed between the hours of 6.30pm and 8am, Mon-Fri, weekends and public holidays. Emergency cover is provided by CHOC (Cumbria Health on Call). **Ring 111** if you require assistance.

## Dispensary/Repeat prescriptions

Please allow **3 working days** for the processing of your repeat prescription. Requests can be made by calling our 24 hour repeat prescription line on 017683 71913 and following the instructions.

If you wish to order online, please ask at reception or dispensary for details of how to register. You can also use the green repeat slip which can be left at any surgery, Kirkby Stephen Chemist or be posted to us.

## Test Results

Please call **after 11am** for your test results.

For confidentiality reasons, test results can only be given to the patient they relate to.

## Safeguarding Vulnerable patients

Dr Merckel is the Practice Safeguarding Lead. However, all our clinicians are trained in safeguarding. If you have any concerns, please ask to speak to a clinician.

## Feedback

We welcome patient feedback on our services, both good and bad! If you have a suggestion, complaint or compliment, please refer to our website or pick up a leaflet in surgery.

## Patient Access

You can now book, view and cancel appointments and order repeat prescriptions online! To register, please just ask at reception.