

Upper Eden Medical Practice



Silver Street, Kirkby Stephen CA17 4RB / Tel: 017683 71369

Newsletter: January 2022

 www.upperedenmedicalpractice.co.uk

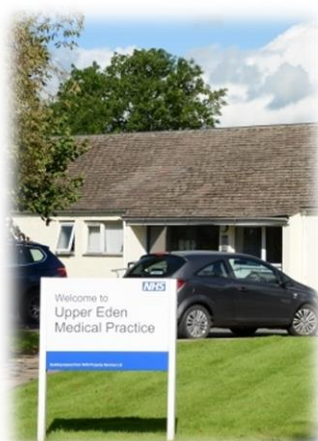


www.facebook.com/Upperedenmedicalpractice



This month:

Happy New Year	1
Staff update	2
Prescriptions	2
Help us to help you	3



Happy New Year!



Dear Patients,

Thank you all for your support over the last 18 months in what has been a very challenging time for everybody. Thankfully the vaccination programme is proving to be a great success and you will have seen in the news that currently the highest priority for the NHS is to offer Covid-19 booster vaccinations to everyone over the age of 18. This is a big challenge for us, as it will require everyone to work even harder and longer than they do now. Health services are currently under enormous pressure, but we are open and providing services if you need us.

Regrettably despite ongoing efforts and an extensive recruitment campaign, we have not yet managed to recruit any replacement GPs. This has left us seriously short staffed and therefore in order to deliver an ongoing high standard of care, we need your help and understanding in these most challenging of circumstances.

We will always do our best for our patients, however going forward, we can foresee that we are going to experience a period of difficulties due to the shortage of GP's and our current inability to recruit. This shortage of staff is very likely to have an impact on our ability to keep Brough and Tebay surgeries running safely and effectively and therefore their opening hours may have to be reviewed going forward.

Please rest assured that any operational changes required will always be in your best interests and with your continued support and understanding, we are all confident that we will get through this difficult time and we aim to continue to deliver the same friendly service and high standard of care we have always worked hard to provide.

Thank you

The GP Partners at Upper Eden Medical Practice.



Let's keep life moving.



FRESH AIR



TESTING



FACE COVERINGS



APP



HANDWASHING

gov.uk/coronavirus



New recruit!

We are delighted to welcome Nicola Turner to the clinical team as our new Paramedic Practitioner.

Nicola has over 14 years' experience and will be supporting our Doctors on a daily basis with telephone triage and face to face appointments.

GP Practices are very lucky to now include a wide range of healthcare professionals (e.g., nurse practitioners, paramedics and pharmacists), who are all trained in clinical assessment, diagnosis and treatment. They work with and on behalf of your GP to ensure you receive the best care from the most appropriate professional.



Other Staff News

There have been a lot of staff changes recently.

Doctor Ashley is currently working in Sierra Leone and will return to us in Spring 2022. Doctor Phil Harbot has retired after 8 years at the Practice and Doctor Lara Campbell left us on 17th December for pastures new.

As a training practice we also continue to welcome GP Trainees for 6 month placements. Our current trainee is Doctor Iain Macleod, who will be with us until the end of January.

At the beginning of February we will be joined by a new trainee, Doctor Simeon Head and I'm sure you will all join us in welcoming him to the team.



Prescriptions

Our dispensary team is currently short staffed, however they are working extremely hard to meet increasing demand.

Please help our dispensary team by collecting scripts after 12pm wherever possible and allow 3 full working days to process routine repeat prescriptions.

HELP US HELP YOU



We take the duty of care to our patients very seriously and take great pride in the responsibility to deliver your ongoing care. However this is a shared responsibility and you can all help us to ensure everyone receives the care and attention they need.

We have almost 7000 patients in our care, some of whom have healthcare needs which require our help every day. We also experience daily emergencies which require a lot of our time.

There are a few simple things that you can do to help us ensure we can continue to provide the best possible service for you all, so we've provided some common questions and answers to help you, help us.

What time should I call the practice?

Call the surgery as early as possible. Ideally this needs to be between 8:30am and 10.30am.

This helps us, as we are able to assess our workload early in the morning, therefore we can prioritise accordingly and plan to try and meet demand.

What should I do if I become ill in the afternoon?

Of course we appreciate that people can become ill at any time of the day and therefore we always have a limited number of appointments reserved for patients in the afternoon in order to address this.

However, we find that most people can self-manage and monitor their initial symptoms whilst they develop and assess if simple measures can alleviate their symptoms first.

Remember that your local Pharmacist is very highly qualified to offer advice on a large range of illnesses and that CHoC (Cumbria Health on Call), continue to take calls after 6:30pm and are available to help you if things get worse or if you require care outside of our normal opening hours.

What is an urgent appointment?

An urgent appointment means that you need to urgently see or speak to the clinician the same day.

In this instance it is your priority to ensure you are available when the clinician calls you back. Clinicians have multiple patient appointments every day. Therefore, while they will always attempt to call patients one more time, should the first call be unsuccessful; they do not have the time to keep calling in the event that you were not available to take the call.

Please also note that if the clinician feels you need to be seen, you may also be required to attend at short notice, therefore you must ensure you are available.

Why are you triaging calls and not offering directly bookable appointments?

At present we are dealing with up to 65 triage phone calls per day and 40 face to face appointments with clinicians alone.

By utilising telephone calls we are managing to help more people. If we opened our appointment list to directly bookable appointments, then we could not treat as many acutely unwell people on the day and therefore less patients could be treated.

I wanted to see my GP, so why am I being seen by someone else?

GP Practices now include a wide range of healthcare professionals (e.g. paramedics, nurse practitioners, physiotherapists and pharmacists).

They are all trained in clinical assessment, diagnosis and treatment and they work with and on behalf of your GP to ensure you receive the best care from the most appropriate professional in the shortest time scale. This often results in you being treated sooner!

Our receptionists may also offer you a face to face or telephone appointment with one of the many healthcare professionals who work for CHoC (Cumbria Health on Call). Our aim is always to get you the best treatment, from the most appropriate healthcare professional, in the shortest possible time.

Why do the receptionists need to ask what's wrong with me?

Our reception staff are a vital part of the healthcare team. We have trained our reception staff to ask questions in order to make sure that you receive:

- The most appropriate medical care
- From the most appropriate healthcare professional
- At the most appropriate time

Our reception staff are all skilled in assisting with triage and like all members of our team, they are also bound by strict patient confidentiality protocols.

Why can't I have a home visit?

We carry out home visits for patients that are truly housebound and are unable to get out of their house. Home visits require a lot of portable medical equipment and a huge amount of additional time due to the distance involved as a consequence of our rurality.

I'm sure you will appreciate that home visits often result in our clinicians spending a lot of time out of the practice, when they could see more patients at the surgery. Therefore please only request a home visit if you really need one. As an alternative, could family, friends or neighbours help you get to the Practice?

Keeping you safe

Please maintain social distancing where possible and continue to use our hand sanitiser and wear a face covering when visiting the practice.

Thank you

What about emergencies?

Always dial 999 in a life threatening emergency. If you need help with minor injuries at any time, or urgent care when your GP practice or community pharmacy is closed, visit 111.nhs.uk or call 111.