



Health Wise

Upper Eden Medical Practice Newsletter
January 15 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 12-3pm

Tues 4-6pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm

PLT

(Protected Learning Time)
For Staff Development
Afternoons

January 15th

February 10th

March 19th

2015

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

Emergencies will be covered by CHOC.

Tele:
03000 247247

Practice News!

As I write this, the weather outside is very wet and windy and it seems that many of us have had coughs and colds. Lets hope things start to improve!

Firstly, there have been a few staff changes. Sheila Brown our Senior Secretary retired at the end of December having worked for us for over 30 years. She was given a great send off at our staff Christmas Party—we wish Sheila well in her retirement. Also, Dr MacDonald has decided to reduce his sessions and now works 3 days per week—Tuesday and Friday at the Practice and Weds working an ENT clinic in Penrith and Carlisle.

As you may recall back in November last year we had our **Care Quality Commission Inspection (CQC)** this was our second of the year and the initial feedback from the inspection team was very positive. We are awaiting the final report and we will publish it as soon as we have it. Many thanks to those patients who were happy to speak to the CQC and who left their feedback on the cards in reception—all very much appreciated.

In December last year the practice launched the **Friends and Family Test**—a government initiative which means that every time you use our surgery you will be given the chance to answer the following question;

How likely are you to recommend this GP practice to friends and family if they needed similar care or treatment?

As ever, we would be grateful if you could take a moment to complete these cards and put them in the box in the waiting room. Of course, this doesn't replace the fact that we welcome any feedback you have on our services in any way you wish to give it—in person, letter, email or on our website! We will always take time to listen and where possible try to improve what we do as a result.

Finally, the results of our appointments questionnaire are finally in! Thank you to everyone who took the time to complete one. See over the page for more detail and if you would like a complete copy of the report then let me know or go to our website www.upperedenmedicalpractice.co.uk

Kerry Harmer, Practice Manager

Automatic Prescriptions

Would you like the dispensary to order your regular repeat medication each month??

We can only offer this to patients who take regular repeat medication and who collect it all at the same time and at their usual place each month.

If you would like more information, please speak to Joanne at the Upper Eden Medical Practice, Kirkby Stephen Monday to Thursday between 11am—2pm on 017683 71369.

Are you planning a holiday this year?

Think you may need travel vaccinations but are unsure?

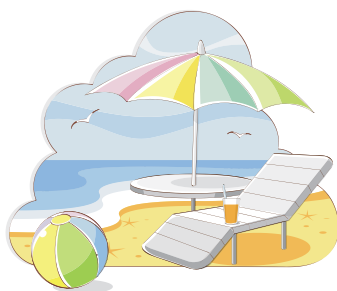
Please follow the steps below:

1. 6-8 weeks before travel collect your Risk Assessment Sheet for Travel form from reception, please complete the form giving as much information as possible about your trip, once complete hand back into reception.
2. 7-10 days after receiving the completed form, the practice nurse will contact you and arrange a time for you to come in and discuss your health advice/vaccine and any medication that may be required for your trip. Some vaccines are free but others may incur a charge, this will be discussed in your appointment.
3. For other travel information, please visit "**fitfortravel**" website, this will give you the most up to date information about your destination and you will find useful information about all aspects of your trip.

Happy Holiday

Rachel Brierley

Practice Nurse



Prescription Delivery Service

Am I eligible for this service?

If you are over 60 years of age, disabled, or housebound and find it difficult to collect your prescription then this service may be for you.

Interested and want to know more?

Please call us on 017683 71369 and speak to the dispensary.

Appointment analysis



We launched our new appointment system in February 2014 and promised to evaluate the new system. In November 2014 questionnaires were available in our waiting rooms, online and also were emailed to patients who are on our mailing list.

We received 52 forms back—thank you. From those forms we gathered 32% had wanted to book an urgent appointment and 68% wanted a routine appointment. 67% found making an appointment either easy or very easy. 100% of patients were very satisfied or satisfied with the service and 100% of patients would recommend the surgery to others.

This is all great news although we do recognise there is still some work to be done to improve the appointment system further. We need to make more routine appointments available within 2—3 days to avoid people having to wait excessive lengths of time for a routine appointment.

To obtain a copy of the full report please ask at reception or go to our website www.upperedenmedicalpractice.co.uk and if you want to give feedback then please do let me know.

Kerry Harmer, Practice Manager

Visualise Opticians

Your local independent optician providing professional eye care for all the family.

Clinics held at:

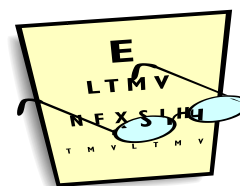
Kirkby Stephen Health Centre

Appleby Medical Practice

You may qualify for a Domiciliary visit

For more information ring

Freephone 0800 9775381



TEST RESULTS PILOT SCHEME

We are looking for volunteers to trial receiving test results via text message.

Interested, please contact Jennifer Wilson at the health centre, Kirkby Stephen on 017683 71369.

Don't worry this won't replace been able to receive your test results by telephone.