

NEWSLETTER

SPRING 2023 - UPPER EDEN MEDICAL PRACTICE

Dear Patients,

Welcome to the Spring edition of the Upper Eden Medical Practice Newsletter. We will be issuing a seasonal newsletter in the future so if you would like us to cover any particular topics please do not hesitate to ask.

Thank you for taking time to read our Newsletter.

Regards The Practice Team

Practice News.....

Welcome to our new regular doctors

Dr Ashley, Dr Aba, Dr Agbarakwe, Dr Belghazi, Dr Harrison & Dr Ocharifu,

We are very pleased to welcome them all to the team.

PLT – protected learning time

We will close at 1pm for necessary training on the following dates:

15 June, 12 July, 14 September, 12 October, 15 November, 22 February. (Tebay surgery will not open when these dates fall on a Thursday)



Message from Susan Blakemore
Chief Executive, CHoC.

'Cumbria Health on Call (CHoC) are delighted to welcome the Upper Eden Medical Practice Team to the organisation. We are invested in you and will support the ongoing delivery of Primary Care services to the community'. For more information about CHoC, please visit www.chocltd.co.uk

Change of Personal Details

Please can you inform the practice if your address, telephone or mobile telephone number has changed.

Collecting Prescriptions

Please remember that it takes 3 working days from you ordering your medication (this does not include weekends or bank holidays)

We are able to hand out prescriptions from reception between 9.00am-6.00pm

Many patients order late, and this has a negative impact on our ability to provide an efficient service. Please help us by ordering in time.

Prescription order	Time for collection
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday



Medication Reviews

Rather than being called to the practice for a medication review many patients are now receiving a phone call from our dedicated clinical pharmacist team. Medication reviews are important to ensure that there is no interruption in your prescription. We are working towards a system where patients with long term conditions will generally have their review in the month of their birthday.

Have you registered for online services?

You can use this service for ordering medication, booking appointments and viewing your on line record. You can download the NHS app in the app store or from a web browser. You must be aged 13 or over to access this.

Complaints and Suggestions

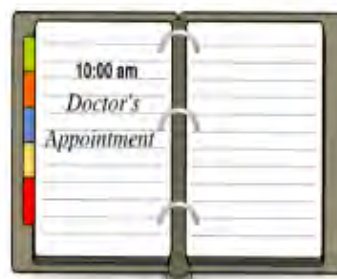
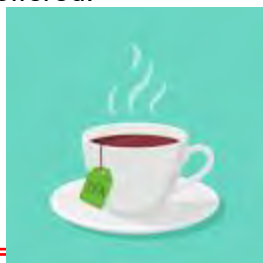
As a Practice, we will continue to strive to provide a smooth and professional service to our patients; but as ever, if we fall short of your expectations, please let us know in order that we can endeavour to rectify any short-comings.



UPPER EDEN OPEN DAY

We are planning to hold an Open Day at a date over the summer period, watch out for more information in due course.

This will be an opportunity to meet the team informally and gain an understanding of online and digital services offered.



Appointments

There are three ways to request an appointment with our Clinical Team:

1. Online

Online consultations are now used for our routine non urgent appointments or if you have any questions or discussions. A GP will review your request and either call or text you to discuss further. Online consultations can be completed on the practice website

www.upperedenmedicalpractice.co.uk

2. Urgent on the day appointments

Urgent on the day appointments, telephone call to the surgery at 8.30am and will be placed on the appropriate call back list – **017683 71369**

Clinicians will review each case and either deal with your problem by online message, over the telephone or give you an appointment time after 10am to be seen in person if there is medical necessity to see you in person.

3. Routine

Upper Eden Medical Practice offer routine appointments throughout the day with various clinicians from 8.30am until 6pm. Further appointments are also available through the extended access service running from Penrith Hospital outpatient department from 6.30pm until 8.00pm during the week, and 9am until 5pm on a Saturday. Tuesday evenings until 7.30pm at Upper Eden.