



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 4-6.30pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm

PLT

(Protected Learning Time)

For Staff

Development Afternoons

**November 19th
2015**

**January 21st
2016**

**February 24th
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

Health Wise

Upper Eden Medical Practice Newsletter
December 2015 Edition



**The NHS
non-emergency
number**

NHS 111

NHS 111 is a Department of Health idea of a single point of access for urgent care which seeks to improve and simplify access to non-emergency health care by providing a memorable three-digit telephone number that is free to the caller.

By calling NHS 111 callers get immediate access to clinical advice on their condition or triaged over the phone and then sign posted to the appropriate services.

If the reason for the call turns out to be an emergency, the call will be immediately passed to ambulance dispatch, which will then be managed just as if you had dialled 999. The line is staffed by a team of fully-trained call handlers supported by experienced senior clinical advisors, who will assess the symptoms and then signpost the caller directly to the most appropriate place of care.

Whether an out of hours doctor, a district nurse, a 24 hour chemist or an emergency dentist is needed, the NHS 111 team will make sure service users get the right help, first time.

The NHS 111 service is available 24 hours a day, 365 days a year. Calls from landlines and mobile phones are free - just like 999.

When to use 111, you should call 111 if:

- ✓ It's not a 999 emergency
- ✓ You think you need to go to the Emergency Dept or another NHS urgent care service
- ✓ You don't think it can wait for an appointment with your GP, or
- ✓ You don't know who to call for medical help

For less urgent health needs you should still contact your GP in the usual way.
For immediate, life-threatening emergencies, you should call 999

Festive Opening Times

The Upper Eden Medical Practice is open as normal but will be closed on:

Friday 25th December 2015

Monday 28th December 2015

Friday 1st January 2016



Please note: there will be no Prescription Delivery Service on Friday 25th December, Tuesday 29th December or Friday 1st January 2016.

PLEASE, PLEASE, IF YOU HAVE ENOUGH MEDICATION FOR OVER THE FESTIVE PERIOD, PLEASE DON'T ORDER IT JUST BECAUSE ITS CHRISTMAS!

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**



Do you want to get a bit fitter this winter, as well as having fun and making new friends, this may be for you.

Howgill Harriers Running Club are looking to set up a beginners running sessions, the sessions will be run over 12 weeks and are for any shape, size or age, interested, please email;

adeleroche@howgillharriers.co.uk or
jayneelizabethbland@gmail.com



Are you a carer or been cared for?

It is important that you let the surgery know, we are currently updating our records and we need to ensure that you are getting the help and support you may need.

Flu vaccines—its not too late!

If you have received a letter from us inviting you for a flu vaccine and you haven't yet got around to it then its not too late. Please make an appointment.

Practice News!

Well, I've been moved to the back pages for this edition to make way for the important news about Out of Hours phone numbers changing. Remember—it is now simply dialling 111 not the old Cumbria Health On Call number. Also, the surgery phones don't automatically put you through any longer you will need to replace the handset and re-dial (that is just so that 111 call handlers can see the number being dialled and call back if required!)

November has seen two new starters working on Reception; Kathryn Walls and Fiona Johnson. They are receiving training at present so your patience during this time is really appreciated. This has enabled us to free up more time for Hayley Cooper, Trudy Cartwright, Adele Ingham and Mandy Riley to work as Healthcare Assistants across all sites. Starting in the new year we will have more appointments to offer for bloods, BPs, flu vaccines etc—this will be at all three sites as well. This change is as a result of patient comments about struggling to make these appointments and also asking for more appointments at Brough and Tebay. I hope this shows that we do listen and try to respond to your comments.

We are keen to continue to promote our online appointments—if you wish to make a routine appointment on line then do get in touch—all the routine appointments that are available are also made available on line. The only appointments that are not available on line are those that are set aside for urgent or same day urgent appointments.

Tell us how we are doing—I am always delighted to hear from you whatever the topic and I promise to listen carefully and we will do our very best to action any suggestions / feedback you give. Our commitment is to provide a caring service.

All that is left is for me to wish you all a healthy and peaceful festive season.

Kerry Harmer, Practice Manager