



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

**Thursday 20th
March**

**Wednesday
30th April**

The surgery / dispensary will be closed from 1pm till 5pm on the above days. Emergencies will be covered by CHOC.
Tele:
03000 247247

Health Wise

Upper Eden Medical Practice Newsletter
March 2014 Edition

New Appointment System launched February 2014



When you contact the surgery to make your appointment our reception staff will ask you if it is routine or if your symptoms need to be treated more quickly.

If it is for a routine/planned appointment then the receptionist will make your appointment as normal these appointments are for people who wish to plan their appointment in advance. This will allow you to make an appointment with a GP of your choice and can be booked up to 6 weeks in advance.

If your symptoms need to be treated that same day then the receptionist will take brief details and you will be advised that a GP/Nurse Practitioner will call you back.

When the GP/Nurse Practitioner telephones you they will discuss your symptoms and together you will decide the most appropriate course of treatment. This maybe an appointment with a GP that day or another Healthcare Professional within the practice or collection of prescription etc.

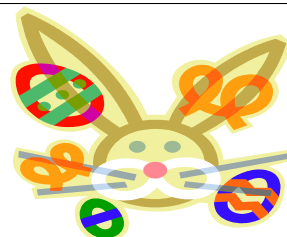
We are trying very hard to create a system which allows everyone the same access to our services.

We welcome any feedback, please let me know.

Thanks Kerry Harmer, Practice Manager, Upper Eden Medical Practice,
017683 71369.

Easter Opening Times

The Surgery including the Dispensary is closed on Good Friday 18th April & Easter Monday 21st April.



Please allow 48 working hours for Repeat Prescriptions to be processed.

New Practice website

**More information available on:
www.upperedenmedicalpractice.co.uk**



Sad Farewells

After nearly eight years as a Health Care Assistant I have decided to step back and retire. I have thoroughly enjoyed my time in terms of both the patients I meet and my colleagues who have always been supportive. Despite being referred to in a good natured way as "the Vampire", the role has been interesting and rewarding in equal measure and not without humour given the down to earth nature of Cumbrian rural folk. With our first Grandchild due in April and the increasing draw of the golf course giving new emphasis and excitement to the coming months, I feel the time is right to step down. Thank you all for an enjoyable seven and a half years sharing the successes and occasional emotional lows which are an inevitable part of the service we provide. Working with you all has given me a memorable time that I'll not forget and will look back on with genuine warmth.

Claire Lyons, Health Care Assistant



Helen Smith, our Practice Nurse has left us to join the Intensive Care Unit at Lancaster, we wish her well.

We are currently recruiting for a Practice Nurse, so we apologise that nurse appointments are in short supply and hope this problem will be resolved in the near future, thank you for your patience.

Patient Participation Group

If you would like to be involved in the Patient Participation Group then please contact Kerry Harmer, Practice Manager

Or if you prefer not to be part of a group but want your views heard why not pick up a '**have your say**' leaflet from the surgery and either hand it in or send it to Kerry Harmer at the Health Centre.

Travel Vaccinations

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



NO SMOKING DAY 12TH MARCH 2014

Need help quitting, contact Cumbria NHS STOP Smoking Service on 01900 324 222

Or text QUIT to 82540

Or contact the surgery on 017683 71369