



Health Wise

Upper Eden Medical Practice Newsletter
July 2014 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

July 15th

September 16th

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

Practice News!

Appointment system evaluation—Our new appointment system has been up and running now since early Feb and so we now feel that it is a good time to evaluate it. If you want to share your views then please pick up a questionnaire at the surgery and return it to me by end July. I will include the results in the next edition of HealthWise.

Upper Eden Medical Fund—this is a charity that raises funds that are used to specifically purchase medical equipment for our patient community. Dr Merckel is the Chair of the fund. We are so grateful to everyone who donates to the fund, particularly those who donate during a time of loss. So far, we have used the money to buy equipment such as 24 hour BP machines, defibrillators, oxygen, etc and recently we have fully equipped two emergency trolleys (for Brough and Kirkby Stephen). If you would like to nominate the fund as your chosen charity then please do get in touch or if you have any suggestions regarding medical equipment that you think we should purchase then please do let me know.

Text message reminders & online appointments! - we are entering the world of modern technology and are now looking to introduce text message reminders for your appointments. This will start to happen from **1 August 2014**— please let us know if you **DO NOT** wish to receive these reminders and also please let us know if you update your mobile phone number.

Are you over 75 years? If so, then the practice will be writing to you to advise you of your named GP. As is already the situation, you can still see any doctor of your choice and if your medical need is more urgent then you may be treated by our Contact Dr for that particular day. If you do have any questions then please do get in touch.

Saturday morning clinics—Feedback from patient questionnaires tell us that some patients find it hard to get to see a doctor on a weekday. To assist those patients the practice runs a regular Saturday morning clinic—these are **PRE-BOOKABLE** appointments only. We also have a monthly Sat morning Nurse clinic which we hope some of you will find helpful. If you want to know more then please speak to our reception team.

Finally, if you have any comments / suggestions about our service then please do let me know! Thank you, Kerry Harmer, **Practice Manager**

August Bank Holiday

The surgery will be closed Monday 25th August.

Please allow two working days for the processing of your repeat prescriptions.

New Practice website
More information available on:
www.upperedenmedicalpractice.co.uk



Out of Hours

The out of hours service is called CHOC (Cumbria Health On Call).

If you require a doctor out of hours, please ring:

03000 247 247

You might find it useful to put this number in your diary or your mobile phone.

Patient Access

You may have noticed a patient access leaflet in with your prescription, this is to try and make ordering your prescription easier, if you have access to the internet you can order your prescription on line, for more information, please speak to the dispensary.



To avoid any disappointment, **please allow two working days** for the processing of your repeat prescriptions.

Patient access also allows you to book, view & cancel appointments, update any personal information and review your basic medical details online.

For more information please speak to member of staff.

Important Information for Diabetic Patients

If you require a new blood glucose meter, one can be obtained **FREE** of charge, at the surgery, please speak to a member of the dispensary team .

Do your ears really need syringing?

Deafness affects many people in their lifetime. One of the most common problems is due to ear wax.

Earwax is a build-up of dead cells, hair, foreign material such as dust, and cerumen. A hard plug of earwax can also sometimes cause 'ringing in the ear' (tinnitus) or even a mild type of dizziness (vertigo).

A doctor nurse practitioner or practice nurse can look into the ear canal and confirm a plug of earwax has formed. A plug of earwax is not a serious problem, more a nuisance. You only need to remove earwax if it is causing symptoms such as dulled hearing. Earwax may also need to be removed for fitting of a hearing aid, or if a doctor or nurse needs to examine your eardrum.

Note: do not try to clean the ear canal with cotton wool buds, etc. This can make things worse, as you will push some earwax deeper inside. It may also cause an ear infection. So, let the ear clean itself.

If your ears are full of wax then drops can be prescribed to soften the wax. You can either have sodium bicarbonate ear drops or olive oil. These need to be used for at least 2-3 weeks. In most cases the wax will soften enough and come out of the ear without the need for syringing.

Assuming you have not had any problems with perforated ear drums, recent ear infection or ear surgery in the past you are now able to buy a bulb syringe from the chemist to perform your own ear syringing.

If your symptoms persist, please make an appointment with your GP, Nurse practitioner or Practice Nurse for advise.

Many practices have now stopped ear syringing because it is no longer required.

Tour De France

Tour de France is coming to our area on July 5th for more information go to:
www.letour.yorkshire.com

