



Health Wise

Upper Eden Medical Practice Newsletter
July/August 2015 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 4-6.30pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm

PLT

(Protected Learning Time)
For Staff Development
Afternoons

July 8th

September 17th

October 21st

November 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!

Welcome to our July / August edition of Health Wise our practice newsletter.

Staff changes—We are delighted that Dr Rigg has now joined us, she will be working 3 days at the practice, she joins us from Bentham practice and before that worked at Brampton.

We are very sad to say that Gwyn Moseley our Nurse Practitioner is moving to a new role in Kendal. We are pleased for her but she will be greatly missed here.

Building works—we are entering the final phase of our building works (thanks for your patience so far) which means that our consulting rooms are being refurbished. The doctors and nurses are working from different temporary rooms whilst this work is being done. This also means that there will be disruption to your appointments, you may be asked to travel to Brough or Tebay (if you can). Thank you in advance for your patience and understanding—we hope to have an improved health centre as a result!

Website—we would love you to have a look at our website

www.upperedenmedicalpractice.co.uk and let us know what you think. Does it contain the right amount of information, what else would you like to see. Following patient feedback we have now included details about doctors hours worked and specialisms they have. If there is something you would like to see then do let me know.

Appointments reminder—just a reminder that you can book routine appointments well in advance. You can do this by either phoning reception or booking online. (The same appointments are available online that are available on the telephone!)

Also for those of you who use the internet or have a smart phone have you considered downloading 'Patient Access App'? This enables you to; make appointments, order repeat prescriptions and view aspects of your medical record. Contact the surgery for more details.

Named GP—I am pleased to inform you that all our patients have a named GP who is responsible for your overall care at the practice. If you wish to know who this is then please do contact the practice. Otherwise, we will let you know when you are visiting the surgery for a future appointment. If you have a preference as to which GP that is then let us know and we will make reasonable efforts to accommodate your request.

Rural payments being phased out—our practice, like many others in rural areas, is having its rural payment phased out over the next few years. This is a significant loss of income to us and means that we have to consider ways to become more efficient.

Ideas for the newsletter—if you have any ideas or suggestions for this newsletter or for the practice then please do let me know. We are always trying to improve.

I hope you all have a lovely summer, **Kerry Harmer, Practice Manager**

AUGUST BANK HOLIDAY

Please note the Upper Eden Medical Practice will be closed on Monday 31st August.

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**



 Patient.co.uk

Be part of our **Patient Voice**

? Do you want to have a say in how our services are developed or improved and can you spare a little bit of time (only when it is convenient for you?)

? If the answer is Yes then please ask to join our **Patient Voice**. Our virtual **Patient Participation Group**.

Contact Kerry Harmer, Practice Manager for more details.

Delivery Driver wanted

We are looking for someone who is available to cover holidays. You must have a full clean driving licence and know the local area well. For more information please contact Kerry Harmer, Practice Manager, 017683 71369

Claiming Free Prescriptions

If you are claiming free prescriptions that you are not entitled to, you could be facing a penalty charge up to £100.

It is **YOUR** responsibility to ensure that your exemption is up to date and your details are correct.

Please show your exemption card each time you collect your prescription.

If you are unsure or require any more information, please speak to a member of the dispensary team at Kirkby Stephen.



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Upper Eden Medical Fund

The Upper Eden Medical Fund is a registered charity (1087763) set up to use kind donations from patients to buy medical equipment for the Upper Eden community.

We are always **really grateful** for all donations received.

If you want to know more, or have any ideas for equipment then please contact Kerry Harmer or Dr Jacqui Merckel.

Keeping Your baby safe during hot weather?

Babies and young children can become ill during very hot weather. Their health can be seriously affected by dehydration, heat exhaustion and heatstroke, sunburn

Sun safety: Keep your baby cool and protect them from the sun.

Babies less than six months old should be kept out of direct sunlight. Their skin contains too little melanin, which is the pigment that gives skin, hair and eyes their colour and provides some protection from the sun.

Older infants should also be kept out of the sun as much as possible, particularly in the summer and between 11am and 3pm when the sun is at its strongest. If you go out when it's hot, attach a parasol or sunshade to your baby's pushchair to keep them out of direct sunlight.

Apply a sunscreen with a sun protection factor (SPF) of at least 15 to your baby's skin. Make sure the product also protects against both UVA and UVB rays. Apply the sunscreen regularly, particularly if your child is in and out of the sea or paddling pool.

Make sure your child wears a sunhat with a wide brim or a long flap at the back, to protect their head and neck from the sun.

Avoid dehydration: Like adults, babies and young children need to drink plenty of fluids to avoid becoming dehydrated.

If you're breastfeeding your baby, you don't need to give them water as well as breast milk. However, they may want to breastfeed more than usual.

If you're bottle feeding, as well as their usual milk feeds, you can give your baby cooled boiled water throughout the day. If your baby wakes at night, they'll probably want milk. If they've had their usual milk feeds, try cooled boiled water as well.

You can be creative when trying to keep your child hydrated. If they're over six months old and they get bored with water, try giving them a combination of very diluted fruit juice, ice cubes and home-made fruit juice lollies throughout the day. For older children, plenty of fruit and salad will also help keep their fluid levels up.

Keeping Cool: Playing in a paddling pool is a good way of keeping babies and children cool. Keep the pool in the shade during very hot weather and supervise the children carefully at all times.

Run them a cool bath before bedtime.

Keep your child's bedroom cool during the day by closing blinds or curtains. You can also use a fan to circulate the air in the room.

Keep nightwear and bedclothes to a minimum. .

For more information, please go onto the NHS CHOICES website.