



# Health Wise

Upper Eden Medical Practice Newsletter  
December 2016 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 11.30– 1.30pm

Tues 3-6.30pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm



The surgery will be closed on the following days over Christmas and New Year

Monday 26th December 2016

Tuesday 27th December 2016

Monday 2nd January 2017

**The dispensary is very busy over the festive period, please only order your medication if you need it, please don't just order because its Christmas!**

*Wishing all our patients a healthy & peaceful festive season*

## 2016/17 FLU VACCINATION PROGRAMME

Do **YOU** fall in to one of the “**AT RISK**” groups

Over 65 or Under 65 with a Chronic Health Condition

Children aged from 2yrs to 4yrs on 1<sup>st</sup> September 2016

Children aged 5yrs to 8yrs **will be given at school**

Children outside these age ranges without a medical condition are not eligible

If so **PLEASE** contact the Health Centre and **BOOK** your appointment today on:

**017683 71369**



## PLT

(Protected Learning Time)

For Staff Development Afternoons

## 2017 Dates

25th January

16th February

22nd March

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

## Keeping Your Details Up To Date

Please remember to inform the surgery of any changes to your home telephone, mobile number or address. This ensures we always have the correct details when trying to contact you.

Also if you have an email address, we would like to add that to your records too. Please speak with one of our receptionists who will be happy to take your new and updated details.



The [NHS Health Check](#) is your chance to get your free MOT. It's for adults in England aged 40-74 without a pre-existing condition, and it checks your circulatory and vascular health and what your risk of getting a disabling vascular disease is.

To book your appointment, please speak to one of our receptionists who will make your appointment with a Health Care Assistant.

## 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**



Please remember to bring your ID when registering for Patient Access.

## PATIENT VOICE

The practice is developing a list of patients that we are calling The Patient Voice.

The practice has taken the decision not to establish a traditional Patient Participation Group as we felt that it would limit numbers and may not reach out to our more rural patients or appeal to our younger patients.

Instead The Patient Voice is a group of patients who have said they are interested in being involved in issues that affect patient care. Being a member of The Patient Voice means that you will be contacted and asked for your views on a variety of issues – but you won't be asked to attend regular meetings. You will be able to respond or give the amount of time you feel able to give and you don't even have to respond at all if you don't want to!

So far we have 113 members of The Patient Voice but we are always keen for more members!

### So how do you get involved?

Firstly tell us that you are interested in getting involved and tell us how you prefer to be communicated with e.g. email, letter or telephone.

The practice will then contact you from time to time to ask you for your thoughts on various issues.

This could include;

The ways you think our service could be improved, ideas / priorities for the practice to consider OR general feedback on a particular aspect of our service or care.

If you're interested then please contact our Practice Manager, Andrew Pearse, on [andrew.pearse@gp-a82013.nhs.uk](mailto:andrew.pearse@gp-a82013.nhs.uk). Alternatively please call the Practice on 017683 71369.

## SHINGLES VACCINE

If you were 70, 71, 72, 73, 78, or 79 years of age on the 1st September then you are eligible for a vaccine.

Please contact the surgery now to make an appointment.

017683 71369

017683 41294

## DNA's Appointments

The figure between July and September amounted to 234 GP, Nurse and HCA appointments where patients did not turn up for their appointments, please if you cannot make your appointment or no longer need it, please contact the surgery.

## Medical Exemptions

If you have a medical exemption, it is your responsibility to keep your details up to date, and make sure your card is in date.

The prescription pricing authority are constantly checking and if you sign for your prescription and tick medically exempt and your details are incorrect this could land you with a fine.

## Equipment Fund Purchases

The practice bought 6 nebulisers which are used by patients in their own homes.

## Practice Website

We are looking for your feedback on our practice website, if you have any suggestions / ideas of what you would like to see on the website, please contact the surgery and ask to speak to Jennifer on 017683 71369