



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 4-6.30pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm

PLT

(Protected Learning Time)
For Staff Development
Afternoons

February 24th
2016

March 17th 2016

April 20th 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
February 2016 Edition

Practice Manager's News!

Welcome to our February edition of Health Wise. Our main news is that Dr Huck (our Senior Partner) has reduced his days and now works Monday, Tuesday and Wednesday. Fortunately, Dr Rigg has increased her days to 4 days a week now and so she generally works Monday, Wednesday, Thursday and Friday.

Sadly, we have been informed that our District Nursing team will no longer be working from the Health Centre at Kirkby Stephen and are instead based at Appleby. We have been reassured that the service should not be affected but if you notice any deterioration in this service please do get in touch so I can feedback to the Cumbria Partnership Foundation Trust who manage the District Nurse service.

We are keen to know your views on our opening times. We currently open weekdays and also each Saturday (for pre-booked appointments only). Would you prefer the practice to be open one evening late rather than the Saturday morning clinic? Please do let me know.

Finally, if you wish to get more involved then please sign up to be part of our Patient Voice. Simply let me know. Thanks, Kerry Harmer (Practice Manager)

NHS 111

The NHS 111 service has now replaced Cumbria Health On Call (CHOC) as the out of hours number to ring. It 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.



The NHS
non-emergency
number

Sick notes

Are you aware that you can self certify yourself for the first 5 days off work unwell? After this time your employer will ask you to provide a sick note. For your first sick note you will need to make an appointment to see a GP.

After this time, depending upon your situation you may be able to request a sick note without seeing a GP. If you require this then please allow **at least 2** working days for it to be prepared. The sick notes cannot be prepared in advance and have to be completed by the GP. Our GPs generally only do them at the end of their days surgery after all the days emergencies have been dealt with.

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.



Blocked Ears & Ear Syringing

If you feel your ears are blocked, we would like you to make an appointment with a **Practice Nurse** for assessment, as there are many reasons for hearing problems.

At the assessment the nurse will advise as to the next procedure according to what is found during the ear examination.

Easter Opening

The Upper Eden Medical Practice will be CLOSED Friday 25 March and Monday 28 March.

There will be no prescription delivery service on Friday 25 March. Medication delivery for Tuesday 29 please request your medication by 22 March.

Test Results

In order to avoid calling the surgery at busy times for test results please phone between 10am – 2pm for the results of any tests or investigations, one week after your test. Please note that for strict patient confidentiality reasons results will only be given to the patient.

KATIES LONDON MARATHON SUNDAY 24TH APRIL 2016

Diabetes is a charity that is close to my own heart, & my family and many others too. It affects thousands of people, whether it's Type 1 or Type 2 or even just family members of those who have it. Although diabetes is not life threatening, I was diagnosed with Type 1 less than a year ago and didn't realise how much it would affect your day to day life, so last summer I decided courageously to enter the Virgin London Marathon and in November last year I was told I had a place. Even though running 26 miles is a frightening thought, knowing just a little bit of my time and effort, with people donating just a little could really go a long way in finding a cure for diabetes.

If you would like to donate please type **"Just Giving"** in google, in the search type in **"Katies-London-Marathon"**, at the top it should say **'Katie Tyson' 'United Kingdom'** **'Katie is Fundraising for Diabetes UK'**



Cumbria Flood Appeal

Just to let you know the practice raised £79.00 for our door Christmas tree (this is instead of sending each other Christmas cards), the money was given to the Cumbria Flood Appeal.

Sale of Christmas Cards

Patients and staff raised £424.20 through the sale of Christmas cards etc the money was raised for Eden Valley Hospice and Hospice at Home.

Your named GP

Patients need to be informed of their named GP by 31st March 2016, you will be informed when visiting the GP, or you will find the information on your medication repeat list, if you are not in receipt of repeat medication then you will be notified by the practice in writing.