



Health Wise

Upper Eden Medical Practice Newsletter
March 15 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

March 19th

April 16th

May 13th

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 latest edition of Health Wise our practice newsletter. I am very conscious that this is a newsletter specifically for patients so if you have any comments or suggestions for articles then please do let me know.

Staff changes—Dr Young will be reducing his sessions from the 1st April so he will be working Monday and Wednesdays. Linda Turner our Practice Nurse will be retiring at the end of March. Linda has been an extremely valued and dedicated member of our team and she will be hugely missed. Angela Coburn joins us as a Practice Nurse specialising in diabetes and various long terms conditions.

Friends and Family Test—you may recall this was introduced by the government in December last year. Numbers of completed forms are quite low but all results are being published on our website and I will do a quarterly update in our next Newsletter (when we have more feedback to share!) In the meantime, when you next visit the practice do take one minute to complete a form and post it in the box in our waiting rooms.

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!)

For everyone who calls us and requests an urgent / same day appointment then a doctor or nurse practitioner will call you back first to discuss your symptoms or concerns and then organises the most appropriate course of action. This allows us to ensure that everyone who considers they have an urgent / same day need for an appointment is dealt with by a clinician. Of course, if you ring with very urgent symptoms then you will be dealt with more quickly.

Please help us by ensuring that you pre book your routine appointments as far in advance as possible and save the urgent / same day appointments for those patients who need to be treated more quickly.

Care Quality Commission— our practice was inspected last November and we are awaiting the final published report—as soon as we receive it we will provide details on our website and in our waiting rooms.

Automatic Prescriptions

Would you like the dispensary to order your regular repeat medication each month??

We can only offer this to patients who take regular repeat medication and who collect it all at the same time and at their usual place each month.

If you would like more information, please speak to Joanne at the Upper Eden Medical Practice, Kirkby Stephen Monday to Thursday between 11am—2pm on 017683 71369.

ARE YOU SAFE TO DRIVE ?

From 2 March 2015 there will be a new drug driving law in England and Wales.



If you are taking your medicine as directed and your driving is not impaired, then you are not breaking the law.

It will remain an offence to drive while your ability is impaired by drugs and, if in doubt, you should not drive.

To find out more ask your doctor or a member of the dispensing team.

www.gov.uk/drug-driving-law

Prescription Delivery Service

Am I eligible for this service?

If you are over 60 years of age, disabled, or housebound and find it difficult to collect your prescription then this service may be for you.

Interested and want to know more?

Please call us on 017683 71369 and speak to the dispensary.

Appointment analysis



Our new appointment system has been up and running for over a year now.

If you would like a copy of the evaluation results or if you have any comments or suggestions then please let me know.

Thanks, Kerry Harmer (Practice Manager)

CLAIMING FREE PRESCRIPTION?

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

Not sure whether you qualify. Please pay for your prescription and ask for an NHS receipt, you may be able to claim a refund later.

If you are sure that the NHS covers the cost of your prescriptions, please show proof of your entitlement to Pharmacy/Dispensing staff.

Over the coming months, you will be asked to provide evidence of your exemption when collecting/signing for your prescription.

KIRKBY STEPHEN AND DISTRICT CANCER SUPPORT GROUP

We are hoping to start a "Kirkby Stephen and District Cancer Support Group" for people affected by cancer in the local area. We would like to invite anyone who has experience of cancer, whether as a patient or carer, to join our support group; everyone is welcome and we would like to include people from all parts of our community. We recognise that cancer can be a very isolating experience and we want to help ensure that anyone in our area who has been affected by it has a source of local support. The group will be led by people who have direct experience of cancer and we aim to provide informal support that will be both compassionate and positive. If you are interested in joining us please come to our informal tea/coffee morning on 25th March at 10.30am, in the Community Links Centre, Kirkby Stephen. (Old Library).