



Health Wise

Upper Eden Medical Practice Newsletter
May 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

May 13th

June 18th

July 8th

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 May / June edition of Health Wise our practice newsletter.

Staff changes—We have just recruited a new GP Dr Carolyn Rigg to replace Dr MacDonald and Dr Young reducing their sessions. Hopefully she will start with us in the middle of June.

Building works—we are having a lot of building work done over the next few months. A complete electrical re-wire and also some redecoration and general improvements to ensure the building meets various Health and Safety compliance requirements. This means that there will be disruption to your appointments, you may be asked to travel to Brough or Tebay (if you can) this will particularly be the case in June when all the GP rooms are having work done. Thank you in advance for your patience and understanding—we hope to have an improved health centre as a result!

Friends and Family Test—thanks to everyone who completes these. You can complete one every time you use our service (as it is meant to capture each different experience you have with us) If you do have any comments then feel free to add those on. If you have any issues or concerns about your experience of our services then I would really appreciate it if you could come and talk to me. I promise to listen and do whatever I can to make things better.

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!)

Care Quality Commission (CQC)—we are delighted to announce that following our inspection in November 2014 the CQC have rated us overall as **Outstanding**. At the time of the report there were only two practices in Cumbria with this rating so we are really pleased and would like to thank everyone who gave feedback and took time to talk to the inspectors. To view the report go to www.upperedenmedicalpractice.co.uk

However, the most important thing to us is providing high quality patient care—something we can never get complacent about. We recognise there are always ways we can improve and are keen to hear from you about things we do well and things we could do better.

Thanks, Kerry Harmer, Practice Manager

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.

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?
- ? 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.

Shingles Vaccine

Did you know that there is a 1 in 4 chance of developing shingles during your lifetime! The risk increases with age, as do the complications.

You can have the shingles vaccine at any time of the year but it does depend on your age.

If you are 70,71,78 or 79 on the 1st September 2014 you are eligible to have the vaccine up to the 31st August 2015.

If you require any more information, please contact the surgery.

DON'T DELAY, BOOK TODAY!

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.

Last year we bought and equipped two emergency trolleys (for Brough and Kirkby Stephen) as well as defibrillator batteries, 24 hour Blood Pressure machine and various other bits of equipment. If you want to know more, or have any ideas for equipment then please contact Kerry Harmer or Dr Jacqui Merckel.

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.

HAY FEVER

Hay fever is an allergic reaction that some people get to pollen or spores. When the tiny particles come into contact with the cells that line your mouth, nose, eyes and throat, they irritate them and trigger an allergic reaction.

Symptoms: sneezing, runny or blocked nose, itchy, red watery eyes, itchy throat, mouth, nose and ears.

If you think you have hay fever, you can visit your local pharmacy, they will be able to tell you if your symptoms are related to hay fever, and what treatments are available, they may refer you to your GP if they feel it is necessary.

A range of products is available to treat the symptoms of hay fever, and many are available over-the-counter in most pharmacies or can be prescribed by your GP.

For more information, please visit: www.patient.co.uk

