



Health Wise

Upper Eden Medical Practice Newsletter
Sept/Oct 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

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 Sep / Oct edition of Health Wise our practice newsletter, we hope you find it interesting reading but if you would like to see anything else then please do let me know.

New Apprentice— following the great success of Katie Tyson (our apprentice last year) the practice is pleased to have appointed Chelsea Walton on a 1 year apprenticeship. She will be working towards her NVQ whilst training to be a receptionist. She will be trained by Janet Allonby our very experienced receptionist!

Building works—we are almost there with our building works and are just awaiting completion of our disabled toilets! We hope you like our newly refurbished treatment and consulting rooms and we would like to THANK YOU all for your patience during this noisy and disturbing time.

Music in our waiting rooms—we have received a few complaints regarding the level that we play our music in the waiting rooms. Whilst we are sorry that this may be slightly unpleasant for some of you we play the radio at this level to maintain patient confidentiality (many more of you have told us that without the music you can hear a people talking in the consulting rooms!) We have asked for more sound-proofing for our doors but until things change we must continue to play our radio at this level—we really hope you understand why and that this is not done to annoy anyone.

Extending Practice Opening times— alongside our Saturday morning opening we are also exploring the option of opening late one or maybe two evenings a week. Is this something you would find helpful? Please let us know when you would prefer the practice to be open and we will make sure we include your comments in our planning.

Friends and Family test—please do take a moment to fill in a feedback form and let us know how you find our service. We really do appreciate it and where possible we try our best to improve things as a result of your comments.

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.

Kerry Harmer, Practice Manager

FLU JABS

“DON'T INVITE FLU INTO YOUR HOME”

Its that time of year again and the practice will be sending letters out to all patients in any of the following at risk groups:

65 years and over.

Pregnant Women.

People with diabetes, chronic heart, kidney, respiratory, liver or neurological disease,

Immunosuppression due to disease or treatment

& those in long stay residential homes.

Carers.



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**



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.

Ankoma Outreach

Katie Tyson, Junior receptionist at the practice, Roger Frank and Dr. Carl Hallam are scheduled to make a 2 week visit in October to a remote small village called Ankoma in the Kwahu District in Ghana. It is rural location, a 5 hr drive to the North of the Capital Accra. Whilst out there they will help distribute the goods and provide basic training at the rudimentary Health centre and see in what ways we could possibly assist the village. Ankoma Outreach is a non-for-profit organisation to support the small village. The aim of the Ankoma Outreach team is to help the people of Ankoma fight the poverty they face and to come out smiling at the other side.

We have recently received the following wish list of goods which are to potentially hand carry out to Ghana in October.

Pregnancy tests , Jigsaws, Educational Posters ,Lego , Condoms, Rechargeable torches , Height wall chart , Hair clippers , & Wall clock.

If anybody can assist in the sourcing of any of these items please let Katie know at kt-t@live.co.uk or 07873 418 295.



A Thank You from Gwyn

I would like to thank you all for the messages, cards & gifts I received prior to leaving the practice. I was overwhelmed with your generosity.

It was hard to make the decision to leave after having worked at the practice for so long but I am sure it was the right move and I am looking forward to starting at my new practice.

I'm sure I will bump into many of you in Kendal, so it is not a fully goodbye!!

Thank you once again.

Meningitis Vaccines

There are two changes to the NHS vaccination schedule this year.

From 1st September 2015, all babies born on or after 1st July 2015 will be offered a meningitis B vaccine along with their other routine childhood vaccinations.

The vaccine will be offered to babies aged 2 months, followed by a 2nd dose at 4 months and a booster at 12 months.

There will be a temporary "catch up" programme for babies born on or after 1st May 2015 to 30th June 2015.

From 1st August 2015 all 17 & 18 year olds (school year 13) will be offered a combined vaccine that protects against the ACWY strains of meningitis. The vaccine is also available to older student aged 19-25 starting further education this year.

The Meningitis ACWY vaccine will replace the Meningitis C vaccine in the school based programme.

If you have any queries regarding the above, please contact your Health Visitor, Practice Nurse or GP.

Michelle Wilson, Practice Nurse

Interpreter and Translation Service

Upper Eden Medical Practice has access to an interpreter and translation service, this service includes:

Written Translation

Telephone Interpretation

Face to face Interpreters, including British Sign Language

For more information , please speak to one of the reception team.