



# Health Wise

Upper Eden Medical Practice Newsletter  
September 14 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 4-6pm

Wed 10.30-1.30pm

Thurs CLOSED

Fri 11 - 2pm

## PLT

(Protected Learning Time)  
For Staff Development  
Afternoons

September 16th

October 15th

November 11th

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!

Well July & August have proved to be a busy time for us at the Practice. Probably due to the fact that we have had one doctor and a Nurse Practitioner off work. We have done our best to book locum GP's but do apologise if you have struggled to get an appointment. We have prioritised patients needing 'same day' appointments.

**Appointment system evaluation**—Update. Thank you to those of you who have given me your feedback regarding our new appointment system. If you haven't already given your feedback then there is still time as I have extended our evaluation and will provide an update in our Nov/Dec edition!

**Text message reminders** - We started to introduce text message reminders from 1st August 2014. When you next make an appointment you will be asked whether or not you wish to receive text message appointment reminders. Please also let us know your mobile number or remember to provide us with an update if your number changes!

**Online appointments**—these are now available—if you wish to find out more please speak to Reception staff or check out our website [www.upperedenmedicalpractice.co.uk](http://www.upperedenmedicalpractice.co.uk)

**Saturday morning clinics**—A reminder that we offer Saturday morning clinic to those patients who find it hard to attend during a weekday. These are PRE-BOOKABLE appointments only. We also have a monthly Sat morning Nurse clinic which we hope some of you will find helpful. If you want to know more then please speak to our reception team.

## 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

Children aged 2 to 4 years (inclusive) or Pre School children aged 2 years + will be offered the nasal flu vaccination as part of the national scheme. We are also taking part in a pilot scheme and offering the nasal flu vaccination to all children of primary school age.

**New Practice website**  
**More information available**  
**on:**[www.upperedenmedicalpractice.co.uk](http://www.upperedenmedicalpractice.co.uk)



## Out of Hours

The out of hours service is called CHOC (Cumbria Health On Call).

If you require a doctor out of hours, please ring:

**03000 247 247**

You might find it useful to put this number in your diary or your mobile phone.

## Patient Access

You may have noticed a patient access leaflet in with your prescription, this is to try and make ordering your prescription easier, if you have access to the internet you can order your prescription on line, for more information, please speak to the dispensary.



To avoid any disappointment, **please allow two working days** for the processing of your repeat prescriptions.

Patient access also allows you to book, view & cancel appointments, update any personal information and review your basic medical details online.

For more information please speak to member of staff.

## 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.

## Child Immunisations



Just to let all the mums/dads/carers know that the appointment system is changing slightly.

Following a questionnaire with some of you, we have tried to make the appointment system a little more flexible.

You will now receive an appointment slip through the post informing you which week your child immunisations are due, you then need to contact the surgery to make an appointment.

Child Immunisation clinics will be held on Wednesday mornings at Brough with Michelle and Thursday mornings at Kirkby Stephen with Rachel, however if these days are not convenient for you, please ring or book your child's appointment online. (For more information about booking your appointment online, please contact reception.)

## Staff Update

**Alison Pedley**—one of our dispenser's will be going on maternity leave in early October.

**Katie Tyson** has joined us as a Trainee (she is part of an apprenticeship programme). She will be learning all aspects of work at the practice including Reception, office and in the dispensary.

**Tanya Bradley & Claire Lumley** joined us in April working in our Reception.

We strive to provide a friendly, caring service on the telephone and face to face. We appreciate your patience whilst we train our new staff

## Voluntary Car Scheme

If you are not eligible for hospital transport or just need transport, then please ask at reception for more details.