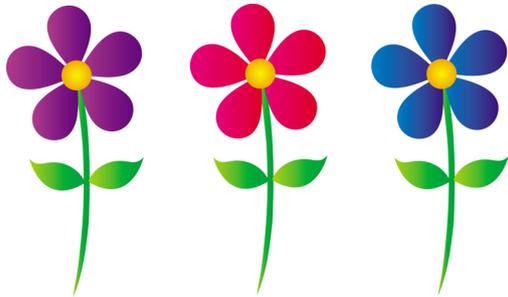


SPRING 2015 NEWSLETTER WIGTON GROUP MEDICAL PRACTICE



Welcomes and Goodbyes!

We are pleased to welcome to the practice our new Healthcare assistants, Jennifer Davidson, who joined us in March and Gemma Hill who joined us at the start of April. We also have to say farewell to Deborah Sloan, Healthcare assistant, who left us in February, we would like to wish her well in her new post.

Partnership Change

Dr Louiza Belghazi has joined Dr John Honeyman, Dr Christina Russell, Dr Anna Turnbull, Dr Louise de Cornet, Dr Ganga Nair and Dr Andrew Carter as a partner in the practice. She first joined the practice in February 2014. This will mean no changes for her patients but it is a significant change for Dr Louiza Belghazi and we are very pleased that she has agreed to become a partner.



Staff Training

The surgery will be closed for staff training from 1pm on :

Thursday 16th April 2015

Wednesday 13th May 2015

Thursday 18th June 2015



As at all other times when the surgery is closed, if you are in need of emergency medical attention, you should phone CHOC on: **03000 247 247**

OUTSTANDING rating for the practice from The Care Quality Commission

Following a visit from the health watchdog the Care Quality Commission (CQC) on November 4th 2014, the practice was awarded an **outstanding** rating. Visits by the CQC to general practices have only been recently introduced. Between October 1st 2014 and 31st March 2016, the CQC will visit and assess all general practices in England. After the visit all practices receive a rating similar to those awarded to schools following an Ofsted inspection. The practice is the first in Cumbria to receive an outstanding rating and amongst the first ten in England.

Since the announcement on 19th February, we have received messages of congratulations from many patients. We would like to thank you for those messages of support and we are pleased that you are as delighted as us with the recognition.

It is particularly rewarding to be recognised for high quality care at a time when general practice is often criticised by politicians and the media. Such negative press can be really quite demoralising and we have been pleased to have been part of a good news health service story recently on BBC Look North, Border News and Lookaround, Radio Cumbria, CFM and in the Cumberland News.

The challenge for the practice now is to maintain the standard and you can be assured that the whole team will be striving to do that.

For further information and the full CQC report please visit the CQC website:
www.cqc.org.uk



Ordering and Collecting your Repeat Medication

The practice has 8,265 registered patients and of these 4,488 have medication that is on a monthly repeat prescription. As you can imagine this is a mammoth task everyday for the admin staff and the GPs. If you collect your prescription from the surgery we aim to have this turned around within 1 working day and if you collect from a pharmacy please allow a minimum of 2 working days in order for them to process the prescription and prepare your medication for collection.

Repeat medication may be ordered by any of the following methods:

- By phone on our 24 hour repeat prescription telephone line: 016973 44668
- In writing – by posting a request slip in surgery prescription box (in entrance lobby)
- By post (Royal Mail)
- Online via our clinical system (Vision) online service (more info overleaf)
- Order through your usual pharmacy



Electronic Prescribing System (EPS)

The Electronic Prescription Service is a NHS service that sends your prescription direct from the surgery to a pharmacy of your choice via a computer link without the need for a paper copy. This means you will no longer have to visit the surgery to pick up a paper prescription the magic of technology will do it all for you.

The EPS service means you have more choice where you can get your medicines from. You can sign up to any EPS enabled pharmacy; this might be one near to where you live, work or shop. At the present time 2,656 of our patients have signed up to EPS. If you wish to join the EPS service then speak to your chosen pharmacy, they will collect your nomination and answer any further questions you may have.

Stop Smoking Service

If you would like support and advice to help you quit smoking, contact a pharmacy who offer the stop smoking service. The nearest to the surgery are The Co-operative Pharmacy next to the medical centre, Boots Pharmacy at Aspatria, The Co-operative pharmacy at Silloth and Dalston Pharmacy at Dalston. There are several pharmacies at Maryport, Workington and Cockermouth and also numerous pharmacies within the Carlisle area that offer this service. For a full list of pharmacies offering the stop smoking service please ask at reception.



Online Services Now Enabled

This service allows you to order your repeat prescriptions, book, view, amend and cancel appointments and view, export or print any summary information from your medical record relating to medications and allergies online via the 'Vision' clinical IT system online service.

To access this service you are required to fill out an application to online services form available from the surgery reception, together with the completed form you will be required to show photo ID (passport or driving licence). Within a few days you will be emailed registration details, at this point you are required to create a username and password, which is unique to you. This will ensure that only you are able to access your record. Once you have registered you will only need the practice ID A82045, your username and password to log in.

Please note that you are required to provide an email address to access this service.

Please note any patient under the age of 18 will not have access to their summary information.

My work at NHS Cumbria CCG – Dr Anna Turnbull

I know that patients are sometimes frustrated and wonder why I now work less in the practice seeing patients.

This is because, for the last three years, I have been working for the Clinical Commissioning Group (CCG) as the Solway Sublocality GP lead.

In this role I represent the six Solway practices (Aspatria, Caldbeck, Dalston, Kirkbride, Silloth and Wigton) within the Allerdale Locality.

Since last October I have also been the Deputy GP Lead for Allerdale Locality representing Allerdale at a Cumbria level when required.

It is really important that the Solway practices have a voice when decisions are being made in the commissioning of health services for the Solway area, in Allerdale and across North Cumbria. I have learnt a great deal from my interactions with other doctors, commissioners and patients that I have met at the CCG and hopefully I have made a useful contribution to the discussions there at this difficult time for the NHS in Cumbria.

The Solway practices now meet together on a regular basis to discuss local issues. We work very closely with our Cumbria Partnership Foundation Trust (CPFT) colleagues in the community and at Wigton Hospital and with 3rd sector organisations such as West Cumbria Carers and Age UK.

I hope this helps you understand what I am up to and please be assured if I am not in the surgery you can always see or speak to any of the other GPs.

NHS CUMBRIA CCG - the six Localities:



CH - Community Hospital
H - Hospital

Wasted Appointments

If you are unable to attend an appointment at the surgery or it is no longer required, please contact reception as soon as possible to cancel your appointment so that it is available for other patients.

Each week a lot of doctor/nurse appointment time is wasted because some patients do not turn up for appointments.

Car Park

Please do not drive into or park your car in our car park except when you are using the medical centre services.



We are aware that on occasions it has been used by parents when taking/collecting children from school. This prevents patients attending the surgery from being able to park. We would very much appreciate your cooperation in not doing this and making it known to others that this is not acceptable.

Please note there is a one way system in place and designated spaces are available for disabled badge holders only.

Mail Order Pharmacies

You may have seen articles in the news recently regarding mail order pharmacies selling patients personal information onto marketing companies. We wish to reassure our patients that we do not provide anyone with any of your personal information unless you have given your specific consent to do so.

Sometimes patients may receive "cold calls" and be given the impression that the caller is in some way connected to the surgery. We wish to stress that none of these mail order pharmacies is affiliated to the surgery in any way and we do not share any of your personal information with them. If you choose to sign up to have your medications delivered by one of the mail order pharmacy companies then please be mindful of the information you are sharing.



Remember out of hours call CHOC: 03000 247 247 (Cue Doc)
For people with hearing impairment please call: 18001 03000 247 247

Wigton Group Medical Practice

South End

Wigton

CA7 9QD

Telephone: 016973 42254

Fax: 016973 45464

Website: www.wigtonmedicalpractice.co.uk

Practice Manager: Mrs Lin Baillie

GPs: Dr John Honeyman, Dr Christina Russell, Dr Anna Turnbull, Dr Louise De Cornet,
Dr Ganga Nair, Dr Andrew Carter, Dr Louiza Belghazi & Dr Jane Cooper