

# Wigton Group Medical Practice

## Winter 2014 Newsletter



### Christmas Holidays

**The surgery will be closed on:**  
**Thursday 25th December 2014**  
**Friday 26th December 2014**  
**Thursday 1st January 2015**



Please remember to order all your repeat medication early for over the Christmas period and ensure that you have supplies of medicines such as paracetamol, calpol, indigestion remedies etc in the house to treat any simple illness during the festive period.

### Dr Nair's Absence

We apologise for any inconvenience caused by Dr Nair's absence. He has had to take unexpected and unplanned leave because of serious family illness. It is uncertain at the moment when he will return but we do not anticipate it will be before Christmas.

I'm sure you will all join us in sending best wishes to Dr Nair and his family.

## **Health Watchdog Visits Wigton**

The practice was visited by the Care Quality Commission (CQC) on Tuesday November 4<sup>th</sup>.

The CQC is the independent regulator of health and social care services in England. Its purpose is to make sure care services provide people with safe, effective, compassionate and high quality care wherever and whenever they receive it and to encourage services to improve. Media headlines sometimes follow those inspections particularly if standards of care are not being met. Following an inspection they publish a report and like Ofsted for schools will grade an organisation in one of four categories: inadequate, requires improvement, good or outstanding.

General Practice regulation and inspection by CQC is new and the visit earlier this month was our first. Between 1<sup>st</sup> October 2014 and 31<sup>st</sup> March 2016, the CQC will be visiting all General Practices in England & Wales (over 8000).

During the inspection the team of three inspectors spent time talking to staff and patients, reviewing some of our data and looking around the building. We did receive some very positive informal feedback at the end of the day long visit. They had been impressed by what they saw and heard in the surgery. We expect to receive a draft copy of the full report in mid December and will let you know more then.

We would like to thank all patients who contributed to the visit by completing feedback questionnaires prior to the visit and also those who spoke with the inspectors while they were in Wigton.

Further information about the CQC and their work can be found on their website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **iwantgreatcare.org**

Please tell us about your care today.

iwantgreatcare.org is an online system that is easy to use and allows patients to feedback on their care; the practice has real-time reports allowing us to respond to your feedback.

Your comments are really important to us and will help improve the service for you and others.

You can either review the surgery or your doctor, just go onto the website, type in Wigton Medical Centre or the doctor's name and complete your review.

It also allows you to read the honest reviews from patients like you to help you when you are looking for care for yourself or your family.

## **Self Check In Service**

We now have a new self check in service, this will allow you to check in for your appointment without having to wait at the reception desk.

Please remember it is important that you check in for your appointment so that the doctor or nurse you are seeing knows you are waiting.

## **Booking Online Appointments**

We are currently in the process of making online booking of GP appointments available to patients. If you wish to be able to book appointments online please complete a online booking registration form available from the surgery.



## **Medical Records Update**

We are currently in the process of updating medical records and it would be appreciated if you could take the time to complete a Medical Record Update Form available from the surgery reception. It will only take a couple of minutes to complete and it allows us to check we have your up to date address, telephone and mobile phone details.

## **MJOG Patient Care Text Messaging Service**

Soon the practice will be trialling a new service called MJOG which is a text messaging service. The service will allow us to send appointment reminders straight to your mobile phone, we will be able to inform you if clinics are cancelled, and it will also allow us to send you invitations to clinics and targeted health questionnaires to help keep your records up to date.

You will be able to text back to appointment reminders and cancel your appointment if it is no longer required. You will also be able to receive test results straight to your mobile phone and you will have the opportunity to rate the service you received after an appointment.

It would therefore be helpful if you could complete a medical record update form and post in the box provided in reception in order for us to have up to date mobile phone numbers required for this service.

Please ensure that if you change your mobile number that you inform us so we can maintain contact using this method.

## **Antibiotics – Why We Should Use Them Carefully**

Antibiotics are important medicines designed to treat bacterial infections such as meningitis, kidney infections and pneumonia. Bacteria can adapt and find ways to survive the effects of an antibiotic so becoming 'antibiotic resistant'. If this happens these valuable and lifesaving medicines will no longer work.

Antibiotics also can have side effects, for example thrush and diarrhoea. They can even contribute to very severe infections, one of which is known as Clostridium Difficile which can make people really very unwell.

Most coughs, colds and sore throats are caused by viruses and antibiotics do not work against infections caused by viruses. Autumn and early winter is just the time of year when some people begin to develop such coughs, colds and sore throats. We spend more time inside and therefore infections can be transmitted easily between us.

It is good practice not to prescribe antibiotics for such conditions. In this practice we try to only prescribe antibiotics when appropriate, so you may find your doctor or nurse discussing with you the reasons why he or she is advising against an antibiotic.

There are other things that can be done to relieve symptoms from coughs, colds and sore throats however they will usually settle after a few days. Paracetamol regularly and plenty of fluids can help if the symptoms are irritating and intrusive. Alternatively, you can get advice or over the counter remedies from your local pharmacist.

## Where to seek medical attention?

**999 - Call 999 if someone is seriously ill or injured, and their life is at risk.**

A 999 call should only be made in a genuine emergency.

To ensure seriously ill and injured patients are treated as quickly as possible, people whose call is not serious should consider other healthcare options rather than calling 999.

These could include:

- Self-care at home
- Talking to your local pharmacist
- Visiting or calling your GP, to see a GP during out of hours please contact Cumbria Health On Call
- Attending a minor injuries unit
- Making your own way to your local A&E department (arriving in an ambulance does not mean you will be seen any quicker)

### **Cumbria Health on Call (CHOC)**

Cumbria Health on Call provides Out of Hours GP services for people with urgent medical problems that cannot wait until the surgery reopens.

They are available:

Monday to Friday 6.30pm until 8.00am

24 hours throughout the weekend

24 hour cover on Bank Holidays including Easter, Christmas and New Year.

Call 03000 247 247 or patients using Tynetalk call 18001 03000 247 247.

More information is available on the CHOC website.



### **Emergency Dental Services**

Emergency Dental treatment and advice:

Allerdale, Carlisle, Copeland and Eden Tel: 01228 603900

Furness and South Lakeland Tel: 01539 716822

## Shingles Vaccination Programme

All eligible patients this year are aged 70 years on the 1st September 2014 i.e. your date of birth must be between 02/09/1943 — 01/09/1944.



There is also a catch-up programme for all those aged 78 and 79 years on the 1st September 2014 i.e. your date of birth must be between 02/09/1934— 01/09/1935 (78yrs) and 02/09/1935—01/09/1936 (79yrs)

All eligible patients will soon be receiving a letter with an appointment for their shingles vaccination. If you would rather not have the vaccination please contact the surgery so we can update your records and offer your appointment to someone else. Unlike the flu vaccination, the shingles vaccination is not offered annually. It is a “one-off” vaccination.

## The NHS Friends and Family Test

How likely are you to recommend our surgery to friends and family who may need care or treatment? Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely or Don't know

This is a government initiative that begins in General Practice on 1 December 2014.

We would like your feedback on the care or treatment we give you any time you visit or have contact with the practice. It doesn't take long. There will be a number of ways you can do this.

Self check in - you may have already used our new self check service the question will appear there after you've checked in.

Postcards - there will be cards and a collecting box in the waiting room.

Text message – we are introducing a text messaging service which we know a lot of patients will find useful, the question will be sent following your appointment. Please make sure you keep us up to date with your mobile phone number.

[www.iwantgreatcare.org](http://www.iwantgreatcare.org) an online package to allow you to give your feedback on the practice and answer the friends and family question.

Put us to the test and tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.

Wigton and Solway Respiratory Service

Cumbria Partnership   
NHS Foundation Trust

Do you have a Chronic Lung Disease?  
Do you suffer with Breathlessness?



Do you struggle with **physical activity** and want to improve your fitness?

Want to **learn more** about your condition and how to manage it?

If you answer **YES** to all these ask your GP or practice nurse for a referral to **Pulmonary Rehabilitation today!**

### Staff Training



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

Thursday 15th January 2015

Tuesday 10th February 2015

Thursday 19th March 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**

Everyone at Wigton Group Medical Practice would like to wish all our patients a Merry Christmas and a Happy New Year!



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](http://www.wigtonmedicalpractice.co.uk)    **Repeat Prescription Line:** 016973 44668

**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 Jane Cooper & Dr Louiza Belghazi.