



### Welcomes and Goodbyes!

We are pleased to welcome Rosalind Russell to the admin team. Rosalind joined the team back in August as a senior administrator. Welcome also to Peyton Minnican who joined the admin team in September. Peyton has joined the team while she completes her Level 2 apprenticeship in Business and Administration. We are also pleased to welcome back Dr Louiza Belghazi from maternity leave. Dr Belghazi will resume work on December 19th.

As well as Dr Taylor, who many of you will know, we also have another two locum GPs working with us, Dr Geeta who joined us in November and Dr Barber who will join us in January.

We are sorry to be saying goodbye to Dr Carter and we would like to wish him well for the future.  
(Farewell message from Dr Carter on page 2)

### Reminders

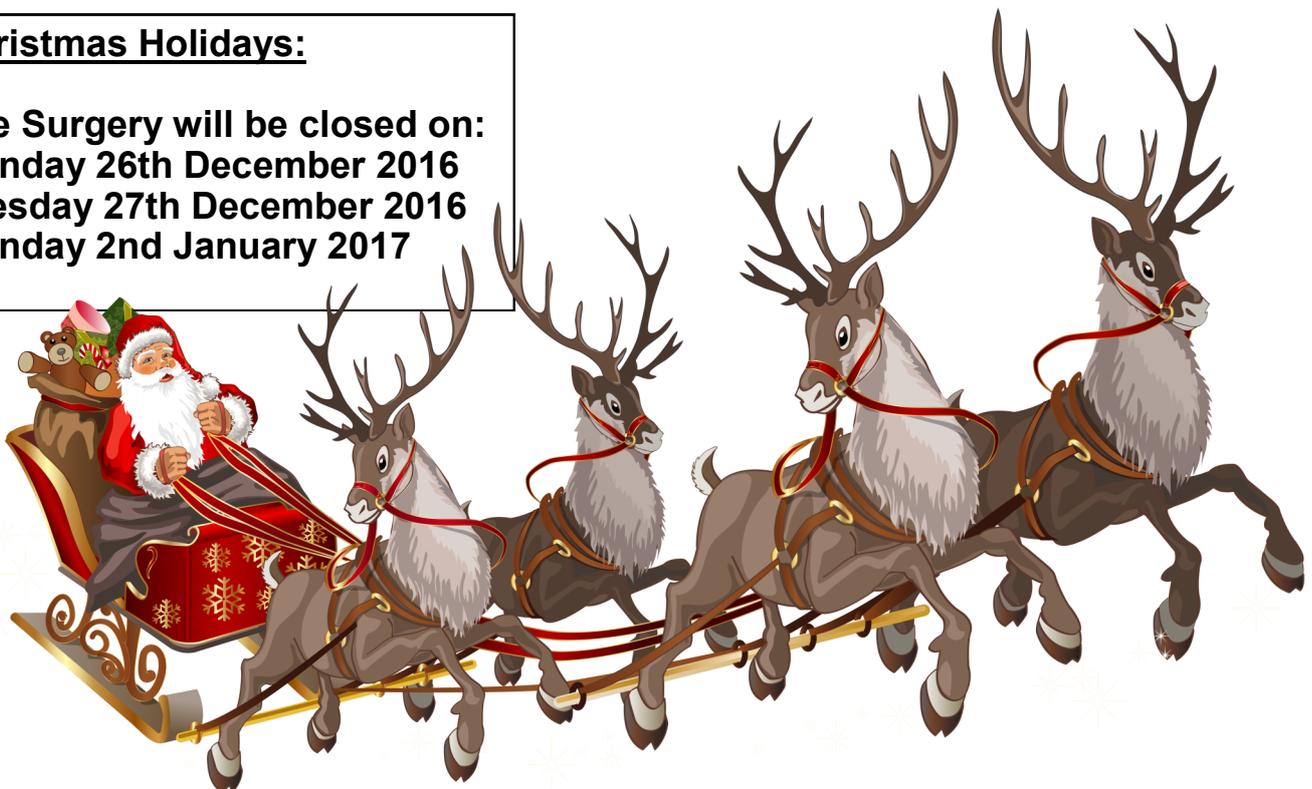
Please ensure that you either report to reception or use the self check in service when attending for any appointment so whoever you are seeing knows you are waiting.

Please remember that each appointment is for a single patient only.

Please 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. These are all available at your local pharmacy.

### Christmas Holidays:

**The Surgery will be closed on:  
Monday 26th December 2016  
Tuesday 27th December 2016  
Monday 2nd January 2017**



## ***A farewell message from Dr Carter***

Dear patients, it is with a deep sense of regret that I will be moving on from the practice at the end of December. I have had the pleasure to work with a great bunch of people and it has been a real privilege to work amongst the people of Wigton. I have been humbled by your warm welcome and kindness but now is the right time to move on to new challenges. I wish you all well for the future.

Many thanks, Dr Carter

## ***Making best use of resources***

***You don't always need to make a GP appointment to get what you need!  
Other members of the team may be able to help you.***

**Please do not be offended if the receptionist asks what your appointment is for. They are just trying to make sure you see the most appropriate person.**

- **Blood tests (routine):** book with the health care assistant
- **Cervical smear:** book with the practice nurse
- **Wax in ears/ear syringing:** book with the practice nurse, you do not need to see a GP first
- **Blood pressure check:** book with the health care assistant
- **Leg ulcer:** book with the practice nurse
- **Dressings and wound care:** book with the practice nurse
- **Wound infections:** see Sue Hardon, practice nurse, who can prescribe antibiotics if needed
- **Minor injuries:** book with the practice nurse
- **Routine contraceptive pill checks:** book with the practice nurse
- **Contraceptive implants insertion or removal:** book with Sue Hardon, practice nurse
- **STI screen:** book with Sue Hardon , practice nurse
- **Asthma review:** book with Gwen Watson, practice nurse
- **New pregnancy:** make a booking appointment with the midwife, you don't need to see a GP first
- **Podiatry (chiropody):** obtain a self referral form at the reception desk
- **Want to stop smoking:** go to the Pharmacy Smoking Cessation Service
- **Enquiries about hospital referrals** that we have made (including Choose and Book) speak to secretaries, Petra or Tracey
- **Enquiries about hospital treatments/test results:** contact the secretary of your consultant directly at the Hospital
- **Enquiries regarding Ophthalmology (Eye) clinic** held at the surgery or **letters from your optician** speak to Judith
- **Repeat prescriptions:** ring the repeat prescription line (44668 ), order through one of the pharmacies or order online through patient online services
- **Completion of insurance or other forms and other administrative tasks:** leave request at reception for the doctor who will complete for you (there may be a fee to pay)
- **To obtain a disabled parking badge:** Apply online at [www.gov.uk](http://www.gov.uk)
- **To discuss problems relating to the supply of medication by the pharmacy:** discuss with the pharmacist first or alternately speak to Rachel, our Medicines Manager.

# Success Regime Plans for Healthcare in West, North and East Cumbria

[www.wnecumbria.nhs.uk](http://www.wnecumbria.nhs.uk)

Patients may well be aware of the current consultation process on future healthcare in this part of Cumbria. There have been local meetings and the press have carried out features on the proposals. Of all the proposals in the plans, the future of Wigton Hospital is one that has caused most alarm within the town. As it stands, the consultation document proposes that in future there will be no inpatient beds in Wigton Hospital should the plans go ahead.

There is no doubt that there needs to be change within our local healthcare system. Currently the budget for healthcare within our area is overspent and forecast to worsen unless changes are made. There are also major recruitment problems for medical and nursing staff within our local hospitals (Cumberland Infirmary, West Cumberland Hospital and also the Community Hospitals). Recruitment is now also affecting General Practices locally and there is a 10% vacancy rate across Cumbria, worse in some areas than others. We receive frequent reports of pressures within our local hospitals and at times we have difficulty admitting patients due to there being few available beds. There is no one cause for the problems and a solution is highly complex. The one certainty in all this debate is that the current situation is unsustainable.

The Success Regime document outlines proposals which are thought to be the solution. Only time will tell whether what is proposed is the answer. Whatever changes take place, they will affect us all (both us as healthcare professionals and you as patients). We would therefore urge you to read the document (copies are available in the surgery waiting room or online) and respond before the consultation closes on December 19<sup>th</sup> 2016.

## Diarrhoea and Vomiting

The winter vomiting bug, also known as Norovirus, is the most common stomach bug in the UK, affecting people of all ages. The virus, which is highly contagious, causes vomiting and diarrhoea. Symptoms usually last for only a few days. As there is no specific cure, you have to let it run its course.

How to stop it spreading: The virus is easily spread by contact with an infected person, especially through their hands. You can also catch it through contaminated food or drink by touching contaminated surfaces or objects. Wash your hands frequently with soap and water. Do not share towels and flannels. Disinfect any surface that an infected person has touched.

How to make yourself more comfortable:

- Drink plenty of water to avoid dehydration.



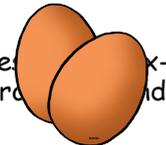
- Take paracetamol for any fever or aches and



pains.

- If you feel like eating, eat foods that are easy to digest. Examples are eggs, yoghurt, chicken breast, salmon, oatmeal, bananas.

eggs, chicken breast, salmon, oatmeal, bananas.



- **Stay at home and don't come to the surgery**, because norovirus is highly contagious.

There is nothing the doctor can do while you have it, however, contact the surgery for advice if your symptoms last longer than a few days or if they become worse.

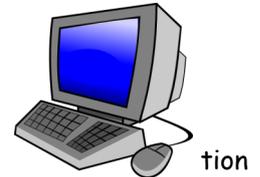
Extra care should be taken to prevent babies and small children from dehydrating, by giving them plenty of fluids.

## ***Have you ever wished you could contact the surgery in the evening or at weekends to make appointments? Help is at hand.***

Did you know that you can make appointments with your GP and order repeat prescriptions online?

If you register to use Patient Online Access, you will be given an individual password so that using your computer, tablet or smartphone you will be able to:

- Book GP appointments, so you can choose the most convenient appointment
- Choose appointments with your preferred GP
- Cancel GP appointments without having to phone the surgery in office hours
- Look online to remind yourself of the date and time of your appointments
- See a list of your medication, dosage and frequency for acute and repeat medication
- Order repeat prescriptions for medication you take regularly
- See a list of your allergies (drug and non-drug)
- See a list of your immunisations and the dates



access to their de-

### **Extended Service**

Recently this service has been extended to enable patients to have tailed coded record. This means that you can now:

- See information about your consultations, such as dates and the reason for the appointment
- Check the result of laboratory tests carried out at the surgery
- Remind yourself of the results of past tests, such as blood pressure
- See a list of your current and past medical problems and key dates

### **How will this help me?**

Having access to your records might help you to manage your own health and well-being, especially if you have a long-term condition which requires regular monitoring.

It also means that you can access your medical information anywhere in the world should you require medical treatment on holiday.

### **How do I register?**

Patient information leaflets and registration forms are available at the surgery reception. Please note that you will be asked to provide ID however well the reception team know you.



### **And finally...**

If you register it will not prevent you from telephoning or popping in to make appointments should you wish, but it will give you the flexibility to choose.

If you would like to talk to someone about Patient Online Access, please call the surgery and ask for Rosalind or Lauren.



## West Cumbria Carers – Supporting People Who Care!

**Do you care for a family member, friend, or neighbour who could not manage without your help?**

Caring is not a 9-5 role and can bring all kinds of challenges. Having the right information at the right time can make a real difference when you are looking after someone. The demands of being a carer can be huge: a sense of hopelessness and isolation, no breaks or time off, poor emotional and physical well-being, anxiety or depression.

West Cumbria Carers is a registered charity which has been supporting carers in Allerdale and Copeland for more than 23 years. In that time we have helped literally thousands of people in their caring role (from ages 5 to over 90), effecting great change through a number of different initiatives.

We've supported people like Sally with a place on one of our local relaxation courses, which helped to reduce the stress she was feeling in caring for her elderly father who has dementia. We've also enabled her to access information from Adult Social Care and apply for new benefits.

Last year we supported more than 2,000 carers. But we know there are many people who do not consider themselves to be a carer and are simply doing what they feel they should be doing, unaware that support is available to help them in their vital role. Our trained and experienced staff understand the difficulties and frustrations carers face every single day. They provide a listening ear, allowing carers the opportunity to talk about their caring role in confidence, and give them information about the range of free services we offer:

- An assessment to fully understand the carers needs
- One-to-one support with our expert project workers
- Benefits information and assistance with completing forms
- Short-term practical support
- First aid and other training to help in their caring role
- Signposting and referral to other services and organisations
- Relaxation and mindfulness sessions
- Access to our volunteer services - respite sitting, volunteer drivers and counselling
- Regular newsletters with local and national carers issues
- Social events and activities, giving carers a break from their caring role



**One of our support workers, Bernie Cresswell, is available in the surgery, for appointments or just a chat, every Thursday from 10am to 12noon.**

**If you would like more information or to register as a carer, please call us on 01900 821 976 or visit our website at [www.westcumbriacarers.co.uk](http://www.westcumbriacarers.co.uk).**

## Flu Vaccinations

A reminder that the seasonal flu vaccination is still available for all patients in the following groups:

**Adults** : All patients aged 65 years and over, Patients who suffer from respiratory diseases e.g. Asthma and COPD, Patients who suffer from heart disease, Diabetic patients, Patients who suffer from kidney, liver or neurological disorders, Patients with difficulty fighting infection (e.g. chemotherapy patients), Patients living in long-stay residential care homes, Pregnant women and People who care for a family member.

**Children** : Fluenz Tetra, a nasal (needle free) flu vaccine is still available for all children aged 2, 3 and 4 years old and children in 'at risk' groups as for adults (see above).

Please note children in School years 1, 2 and 3 will be eligible to receive the nasal flu vaccination at school and we cannot provide this at the surgery.



## Car Park

We are very lucky to have a good sized car park here in South End. Please can we ask that you only use the car park when you are using the medical centre services.

We are aware that the car park is increasingly being used by parents when taking/collecting children from school. This prevents patients attending the surgery or pharmacy 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.

Remember, it may be you who is unable to park next time.

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



### Staff Training

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

Wednesday 25th January 2017

Thursday 16th February 2017

Wednesday 22nd March 2017

as when the surgery is closed, if you are in need of emergency medical attention you should phone the NHS 111 Service on: 111



*All the staff at*

*Wigton Group Medical Practice*

*would like to wish all our patients a very Merry Christmas and a Happy New Year.*



Remember out of hours call the NHS 111 Service on: 111



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)

Practice Manager: Mrs Lynn Singleton

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

