**The Croft Surgery, Kirkbride CA7 5JH, telephone: 016973 51207**



**2018 Closure Dates**

**The surgery closes for essential staff training once a month.**

**The surgery will close at 1pm on the following dates:**

**January 17th February 8th March 14th**

**Calls will be taken by Cumbria Health on Call, but please call 111 for medical advice or 999 in case of an emergency.**

**All patients who get their repeat medication here must allow 2 full working days from the day ordered to the day of collection. This is to allow us to dispense medicines safely before prescriptions can leave the building.**

**If you order on Monday, collection day will be Wednesday etc.  In the case of Bank Holidays please order a day earlier.**

**Any orders placed via the internet while the surgery is closed, will not be processed until the surgery’s next working day, and will be ready for collection in accordance with the above.**

**If you use our delivery service, please order by noon on Friday.**

**We are registered as a training practice.**

**We are enjoying hosting student doctors, who observe and may assist in consultations.   
We are grateful to our patients for helping with this important part of their training but if you prefer that a student is not present when you see the doctor, please let the receptionist know.**

**In February 2018 James Knox, a GP registrar will join our team of doctors and will be seeing patients in consultations. As a result, this should increase the number of appointments available**

**Jackie Thompson, one of our practice nurses, retired on 8th December. She would like to thank all the patients and staff for making her years at Kirkbride Surgery so enjoyable. She tells us that she is really sad to be finishing nursing but having a new grandson will certainly help ease the transition from 40 happy years working in the NHS.**

**We wish her well.**

**Text reminder service**

**Next time you get in touch with us, please provide details of any mobile telephone numbers for you and your family members.**

**The text service allows patient s to cancel appointments that are no longer required. This has released appointments for other patients. Please keep your contact details up to date. Restrictions apply to sharing medical information regarding patients over the age of 12 years - Please ask at reception.**

**Patient Access**

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**Patient Access lets you use the online services of the practice; these include arranging appointments, ordering repeat medication, & viewing a summary of your medical details.**

**Ask at reception for a Patient Access registration letter.**

**When you collect the letter from your practice, you'll need to bring proof of identity (e.g. your driving licence or passport) with you.**

**You then need to follow the steps on the letter to create password, some security questions in case you need to reset your password & a user ID**

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**Urgent Surgery 9am- 10am**

**Numbers attending this clinic have been steadily rising - resulting in congestion in the waiting room and long waits.**

**This surgery is only for urgent problems that need medical attention that day.**

**If you are struggling to make an appointment please discuss this with reception.**



**White Coat hypertension**

**a significant number of people have 'white coat hypertension' where doctors & other healthcare workers can measure a raised Blood Pressure - but it is fine at home.**

**If you are someone who is likely to have this it is worth purchasing your own BP monitor & recording readings prior to your consultation. This may save several visits for BP checks or medication changes**

**Routine Screening Appointments**

**From time to time you may be contacted by us or other NHS services regarding important checks or screening services including cervical screening, mammograms (breast screening) Bowel Cancer Screening, diabetic eye screening, asthma and COPD checks, Aortic Aneurysm Screening, routine blood tests for medication monitoring, blood pressure measurements, hospital follow-ups etc.   
  
These checks are a really important way of monitoring your health, helping with disease prevention and providing you with the best care. We would urge you always to attend when you are invited for screening.**

**If you cannot attend an appointment you are given, please notify the service so that your slot can be offered to another patient.**

**If you wish to be withdrawn from a screening service, please discuss this with a doctor so that you can be fully aware of how this could impact your health.**

**Prescription Delivery Service**

**Our delivery service will be changing.**

**From mid-February Ray will make deliveries on Thursdays rather than Wednesdays.**

**Please check the delivery date when you order your medications; we will make every effort to inform all patients affected individually.**

**Thank you for your patience as we introduce new changes to our services.**