

THE LAKES MEDICAL PRACTICE

Surgery Activity at a Glance:

In November, December 2017, January, February and March 2018, we provided **12,393** telephone consultations. **4,172** face to face GP appointments, **935** home visits, **3,726** Nurse appointments, **4,579** HCA appointments. **282** new patient registrations and cared for **80** visitors!

INDEX

renovations	1
Organ Donation	1
Carers Support	2
CADAS	2
Staff news	3
Useful information & Staff news	3
Surgery times and PLT Surgery closing dates	4
Contact information	4

Renovations

Since the beginning of January we have been making some changes at the surgery. Our Admin Team were previously located at the other end of The Health Centre and the room was needed as an additional clinic room for the Podiatry Department. Some of you will have witnessed the ongoing improvements first hand– for which we thank you for your patience! Hopefully you will all agree that the noise and inconvenience was worth it as we now have a new waiting room and reception /admin office.

The new reception desk layout offers you a more private way to interact with the Patient Support Team, however if you wish to speak more privately we can arrange this depending on staff availability. We would also like to make you aware that we have a wheelchair available on request for anyone that may struggle to walk to and from clinic rooms.

Wheelchairs or pushchairs can be sat in the corridor if you ask for assistance.



Let's talk about it

NHS
Blood and Transplant

Join the NHS Organ Donor Register today and share your decision

organdonation.nhs.uk
f [nhsorgandonor](https://www.facebook.com/nhsorgandonor)

 **Yes I donate**
ORGAN DONATION

You can call to register
0300 123 23 23

Or register online.

Right now across the UK, there are around 6,500 people in need of an organ transplant, including around 150 children and teenagers. On average three people die every day in need of an organ transplant because there just aren't enough organ donors.

If you donate your organs after you die you could save and improve the lives of up to nine people, and help even more if you donate tissue.

We need as many people as possible to register their commitment to becoming organ donors so if they die in circumstances where their organs or tissue could be used to help others, authorised NHS Blood and Transplant staff can see what they wanted to happen. You can do this by signing up to the [NHS Organ Donor Register www.organdonation.nhs.uk](http://www.organdonation.nhs.uk) and by telling your family that you want them to support your decision.

We know many people don't want to think about their own death but patients waiting for a transplant depend on people of all ages thinking about whether they want to save lives when they die and registering their decision to become a donor.

Your age, nor any existing medical conditions should stop you from signing up and telling your family that you want them to support your decision to donate, if and when the time comes.

Go to www.organdonation.nhs.uk today to register as a donor. It only takes a few minutes to register and please remember to tell your family that you want them to support your decision to donate and save lives. Ask them whether they want to be donors too. #YesIDonate

**Current
Patient list
size is:
10,035**

Carers Support Cumbria

Consortium of carer organisations across Cumbria that support unpaid carers: Tel 08443843230

A carer is someone of any age who cares, unpaid for a friend or family member who due to illness, disability, a mental health problem or addiction could not manage without their support. Most GPs have seen how the demands of being a carer can affect a carer's health, which isn't just bad for the carer but also ultimately for the person they care for. Carers are often isolated and find it difficult to manage day-to-day activities on top of their caring responsibilities. Cumbria Support Group provide bespoke support that encourages carers to have a life beyond caring. CSC members assist carers to recharge their batteries and strike a balance between helping their family member and taking time out.

Did you know?

- Carers Support Cumbria exists to enable support to be delivered to unpaid carers throughout Cumbria's 6 Districts. They support all carers; young, adult, working, and parent carers.
- According to Carers UK 6.5 million people in the UK are carers and this number is continuing to increase each year.
- There are 4.27 million carers of working age living in the UK; 2.44 million (57%) of these are women and 1.83 million (43%) are men.
- 1 in 10 people at any one time will be a carer, and you have a 3 in 5 chance of being a carer at some point in your life.
- The employment rate for carers is at 67% (72% of men and 62% of women).
- Nearly one in eight workers is a carer.
- One in five carers give up employment to care.
- The current value of unpaid care that carers give in the UK is £132bn (from Carers UK State of Caring 2017)
- It is believed there are a hidden army of unpaid carers in Cumbria; you can get the help you deserve and you can get the support you need in your caring role.

CADAS <mailto:info@cidas.co.uk> 0300 111 4002

Cadas was founded in 1979 by a group of concerned individuals and professionals in the field who wanted to provide a service for the people of Cumbria who suffered from the effects of alcohol and drugs. It was registered as a charity in the same year. For most adults and young people drug and/or alcohol use is often recreational and does not develop into an addiction or dependency. However, there can be some key pointers that may suggest that the drug use has moved from recreational use to a more addictive and habit forming pattern.

- Has the person's mood, sleep, appetite, appearance changed?
- Has the person done things they would not usually e.g. lie/steal?
- Has the person failed to stop using the drug e.g. beginning to use during the week?
- Has the person become secretive, confrontational, withdrawn?
- Has the person got less money, in debt?
- Has the person got new friends?

Cadas can offer one to one support, Acu-stimulation (Black box) therapy, Parent, Carer & Family Support Service, Community Training and Workshops as well as help with financial and work issues.

To access the support you or a family member might need you simply need to call the telephone above.



Useful information and staff updates

Welcome to Rick Gogna, our new Medical Secretary



Rick has just relocated from Leeds . He has started with us as a member of the Admin/Secretarial and Patient Support Team

Rick has a gorgeous pet Chihuahua, Peanut as pictured! Rick recently got engaged to his partner.

He is looking forward to working here at the Practice, and we welcome him to the team.

Holly Foster: Patient Support Team member

Holly started working with us in March and is a part of our Patient Support Team . She is coming to work here as her ambition is to become a Physicians Associate. She is hoping to gain some background knowledge in the NHS before she continues her studies.

Holly lives in Watermillock and is is a keen gym goer—We welcome her to the team.



Kelly Coward has left the Practice

We are sad to announce that Kelly left us in April. She has moved to a smaller practice in Scotland.

She was a very well liked member of the team by staff and patients alike. We wish her all the best for her future Nursing carer.



Sally Retirement



We also said goodbye to Sally Bainbridge who has worked at the practice for an impressive 31 and a half years!

She was our Secretary/ IT Lead/Practice Management Team member and friend.

We wish her all the health and happiness in the world and hope to see her soon .

Maternity Leave Kirsty

We are extremely happy to report that our patient Support Team member, Kirsty had a very handsome little baby boy called Lewis. He arrived a little earlier than planned, but is back home and doing really well- we would like to wish Kirsty and her family many congratulations and hope you enjoy your maternity leave and forthcoming wedding .



Appointments Attended—Thank you!

Listed below are the numbers of appointments which patients did attend over a month period. We strongly ask that if you book an appointment, you record it carefully and you call to cancel if you find you are unable to attend, so that we can have the opportunity to offer the appointment to another patient.

	Nov	Dec	Jan	Feb	Mar	Total
GP's	797	796	960	768	851	4172
Nurses	781	611	889	669	776	3726
HCA	1035	717	946	876	1005	4579

12477 = TOTAL NUMBER OF PATIENT APPOINTMENTS ATTENDED IN THE LAKES MEDICAL

Lakes Medical Practice Did Not Attend Appointments Policy.

We have designed a policy for people who consistently do not attend appointments. This is unfortunate, but as I hope you agree, it wastes valuable time for all concerned. If a patient fails to attend three appointments at the surgery without contacting us prior to it with a reason we will send out a polite reminder letter. If they fail to attend another appointment within a six month period of this letter, we will again write advising them that we will be contacting the Health Authority to seek their removal from our Practice list. This is the final resort and we will endeavour not to have to do this. If there are mitigating circumstances for non-attendance, it will be taken into consideration.

Surgery Opening Times

Monday- Friday – 08.30-18.30 (phones are available from 08.00)

Saturday 08.30–11.30 (no telephone service- Pre-booked GP appointments ONLY)

OUT OF HOURS

Tel No:

111

The Practice will be closed from 1pm for training on:

Wednesday 16th May ,Thursday 14th June , Wednesday 11th July, Wednesday 12th September, Wednesday 10th October, Thursday 14th November & Thursday 17th January 2019

Useful Contact Numbers

Penrith Hospital	01768 245555	District Nurses	01768 245606	Boots Pharmacy	01768 862735
Penrith Hospital Minor Injuries	01768 245569	Health Visitors	01768 245615/620	Well Pharmacy	01768 862 695
X-ray Department (Mon-Fri 9-12am /1-3pm)	01768 245575	Eden Community Response Team (ECRT)	01768 245577 Non Urgent	Cowpers Pharmacy	01768 862063
MIndline Cumbria	03005610000	Podiatry/Chiropody	01768 245628	Morrisons Pharmacy	01768 862055
Hospital Transport	08000323240	Emergency Dentist	01228 603900	Penrith Health Centre Pharmacy	01768 864761
Cumberland Infirmary	01228 523444	Sexual Healthline	08456583131	Lloyds/Sainsburys Pharmacy	01768 245808

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