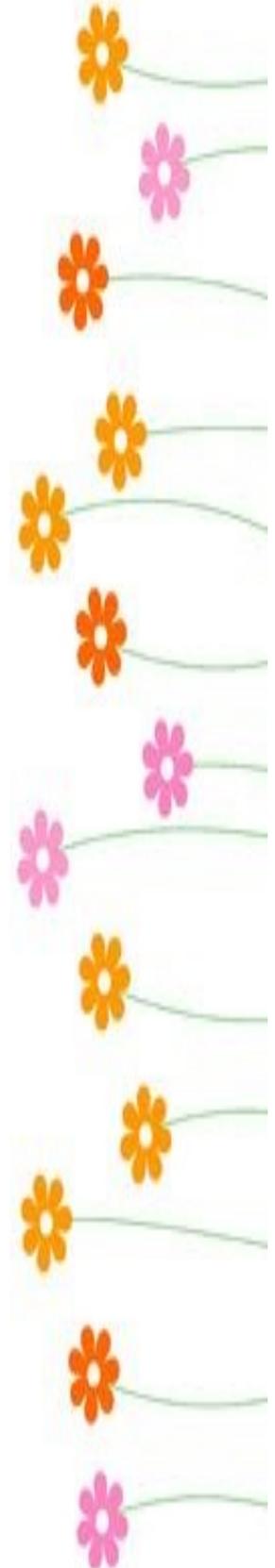




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Why do I have to queue in Reception?

Just like most GP surgeries, the queues in our reception can sometimes seem quite long.

There are times, however when you may be queuing unnecessarily. Below are some things you don't need to speak to reception for:-

- ⇒ ***Dropping off a repeat prescription request*** - there is a prescription box in main reception beside the TV where you can drop off your prescription requests.
- ⇒ ***You have just seen the GP or Nurse and they have prescribed medication*** - the reception team will call your name to collect the prescription, once the dispensary team have picked, checked and dispensed your medication for you.

Please do not worry that you will miss your appointment if you are standing in the queue and have not been checked in the clinical team will come out and check to see if you are waiting.

We have installed a bell on the stand where you queue to see reception. Should you be waiting please do press this bell and when a member of staff is available they will assist you if reception is busy.

Please do be mindful that the person at the front of the queue who is talking to the reception/dispensary team may not just be checking in for an appointment or collecting medication. They may have complex issues/needs which need to be sympathetically and carefully handled by our team.

We wish to give our patients the best care that we can, however sometimes this does result in a queue in Reception.

Protected Learning Time dates 2019/20

2019

Wednesday 13th February

Thursday 14th March

Wednesday 10th April

Thursday 16th May

Wednesday 12th June

Thursday 11th July

No August training

Wednesday 11th September

Thursday 10th October

Wednesday 13th November

No December training

2020

Thursday 16th January

Wednesday 12th February

Thursday 19th March

Please be aware that like all practices in Cumbria we are closed from 1pm for staff training on the above days.

Should you need to see or speak to a GP whilst we are closed please ring 111.

NHS 111 is free to call from both landlines and mobiles.

Can't get an appointment at the Practice?

Did you know....

That between 1st January 2019 and 31st January 2019

33

patients **failed** to
keep a pre-booked
appointment at

Court Thorn Surgery

without letting us know

Resulting in the loss of 7 hours and 45 mins of clinical time

Please Note:-

We will write to all patients who fail to attend appointments at the practice without letting us know.

If you continually fail to attend appointments your registration with us will be reviewed.

Repeat offenders may be removed from our practice list.

**GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?**

CANCEL IT!

| <u>Month</u> | <u>Amount of Appointments missed</u> | <u>Clinical time lost</u> |
|---------------|--|----------------------------|
| January | 39 | 7 Hours 55 minutes |
| February | 33 | 6 Hours 10 minutes |
| March | 35 | 7 Hours 20 minutes |
| April | 22 | 6 Hours 20 minutes |
| May | 33 | 6 Hours 35 minutes |
| June | 28 | 5 Hours 50 minutes |
| July | 36 | 7 Hours 17 minutes |
| August | 35 | 6 Hours 28 minutes |
| September | 34 | 5 Hours 53 minutes |
| October | 36 | 6 Hours 35 minutes |
| November | 19 | 3 Hours 15 minutes |
| December | 20 | 3 Hours 53 Minutes |
| <i>TOTALS</i> | <i>370</i> | <i>66 Hours 47 minutes</i> |

In total 370 appointments were missed for the whole of 2018, resulting in the LOSS of 66 Hours and 47 minutes of clinical time for the doctors and nurses.



As our thoughts turn to Spring and the longer days and better weather, it might be time for me to strike an optimistic note for once.

Four years ago the government set itself a target to recruit 5000 extra GP's by 2020. Numbers have actually fallen by a 1000 since then so there is little chance, unless we have a sudden influx of foreign doctors, of meeting the target. However, for the first time in many years the GP training posts across the country are fully filled, so there is hope that in another 3-4 years the numbers of GP's in the country will finally start to rise.

We play our own small part here in the practice. We encourage all grades of trainees from school work experience students right through to the likes of Dr Wigglesworth, with over 10 years' experience post-qualification, to consider, and train for, a career in general practice. This takes a lot of work behind the scenes. The rewards are great. We see shy, newly qualified doctors grow into colleagues we would happily employ if more funding was available. For ourselves there is the satisfaction of passing on our own enthusiasm for the job to the next generation and even imparting a bit of wisdom along the way! The warm reception they generally get from you all is much appreciated.

So it will be with sadness that we say goodbye to Dr Wigglesworth in March as she commences maternity leave. Pictures of the new arrival are sure to be available on our Facebook and Twitter pages. I have assured her that we would be delighted to welcome her back in 2020 if the powers that be support her placement again at Court Thorn. Meanwhile we welcome the return of Dr Laura Munro who returns after 2 years of hospital training.

Like policeman, they just seem to get younger every year.

New faces at the surgery !

We have had a couple of new faces you may or may not have seen around the practice.

In the next couple of pages you can read about them, some you may have already met, others you can look out for and have a face to a name when you call to speak to us.

Sarah-Jane Simpson

Sarah-Jane is our new Secretary/Receptionist.



Wendy Betts

Wendy has joined us as part of the Dispensary team.



Dr Holly Jackson - in the news!! As featured in News & Star

A YOUNG doctor who now hopes to carve out a long term career in Carlisle has praised the training she received at the Cumberland Infirmary.

Holly Jackson, 24, had previously only trained in big city hospitals. But after moving to Cumbria for her foundation year placements, the county has become her long-term home.

North Cumbria University Hospitals NHS Trust and the Cumbria Partnership NHS Foundation Trust both provide training for medical students.

They have now been praised following a recent inspection by education providers, to check whether learning was up to scratch.

At a time when Cumbria's hospitals are struggling to recruit doctors, Holly is urging more people to consider Carlisle as a place to train and work longer term.

"I just love it up here. People are so nice and welcoming. They are a pleasure to treat." she said. "There are things I've been able to do here that I wouldn't have had the opportunity to do at a bigger centre with more trainees.

Originally from the Wirral, Holly went to university in Birmingham before coming to the Cumberland Infirmary for her first foundation year. She wasn't familiar with the county but her sister had moved up here to work in farming and her parents later bought a small holding and relocated. Holly has since met her fiance, James Broom, and settled at Croglin, near Carlisle.

She has now applied to specialise in A&E, hopefully in Carlisle.

"There's so much scope here. There are opportunities to work with the air ambulance and mountain rescue teams. For me that's a big draw," she said.

"It's a place that you can really carve out your own career."

The Northern Foundation School and Newcastle University Medical School recently visited the two local health trusts to review the quality of education and ensure it meets the General Medical Council's standards



Dr Laura Munro is back for another year!!



Since spending six months at Court Thorn in 2016, I have spent 18 months undertaking further rotations in the hospital Paediatrics, ENT, and Neurorehabilitation departments, and spent a further six months at Carlisle Healthcare GP practice.

As an ST3 (final year) registrar, It is very exciting to be returning to Court Thorn for a year to complete my training after such an enjoyable and valuable rotation 2 years ago. I have been developing an interest in ENT, and am currently preparing for exams towards a Post Graduate Diploma in Otolaryngology as well as for my final membership exams (so if you catch me with my nose in a book outside of work please forgive me).

I did my undergraduate training, and early junior doctor years, in East Yorkshire, but am originally from the Greater Manchester area. My Husband and I moved to Cumbria to do our GP training in 2016, and plan on staying in the area long term. In my spare time I enjoy walking the Fells with my dog, Patch, reading (and writing), camping, and singing (badly).

I'm looking forward to seeing some old faces again, and meeting some new ones.

New faces at the practice !!

Grahame Young - Practice Prescribing Pharmacist



My name is Grahame Young and I am originally from a small village near Edinburgh. I have a love of music and cycling and am the proud dad of two little daughters.

I gained my Master of Pharmacy degree in Aberdeen in 2004 before moving to Carlisle to start working as a clinical pharmacist in our acute hospital. Over the past 14 years or so, I have been lucky to be involved in the care of a diverse range of patient groups which has allowed me to develop my clinical pharmacy skills to a high level. For the last 4 years, I have been divisional lead pharmacist for surgery at the Cumberland Infirmary, leading a highly skilled team in the provision of clinical pharmacy to both acute and elective surgery patients. I am also a non-medical prescriber with an interest in pain management, which I am able to use to support my colleagues in providing best patient care. As a clinical pharmacist, I also have a sound grasp of evidence based medicine, which I keep up to date to ensure my practice meets current standards.

Immediately upon meeting the team at Court Thorn Surgery, I was impressed by their compassion and dedication to the delivery of healthcare for the local population and knew I wanted to be a part of it. I am looking forward to getting to know many of you and will be on hand to answer any medication queries you may have.

Ann Blakely—Living Well Coach (Court Thorn / Kirkoswald / Alston)



Hi - My name is Ann and I have just started my training for the position of Living Well Coach. I look forward to meeting you all soon.

I grew up in Lancashire and moved further up the motorway to live in Sedbergh for a few years. I moved to live in Brampton in 1989 and enjoy living in Cumbria.

I have spent most of my career working in pastoral, welfare and caring roles and my last position was at Carlisle Hospital in the Physiotherapy Department as a Physiotherapy Assistant.

I am a qualified instructor of Exercise to Music. I like to keep fit and be active. I have played squash at club level and enjoy most sports. My hobbies include meeting people, reading autobiographies, cooking, sewing, walking and gardening maintenance.

Both my children have 'flown the nest' and I have two cats named Ruffy and Molly.



Compliments from Patients

What kind polite staff at this surgery, I wish I was registered here

Sarah is such an amazing nurse to me, she always has been there and helped me through everything. She is a wonderful, caring, amazing woman. And always has my best interests at heart. So much love :)

Thanks for excellent help

Thank you all for your help & cheerfulness over the last few weeks

Am grateful for wonderful staff throughout

Thank you for a short notice appointment, great help, on the phone and a very warm welcome!
Brilliant!

Dr Grainger Rocks!

Dr Rosie is a fantastic addition to the surgery.
Please keep her!

Dr Rosie - first time meeting her, she was fantastic for me.

Dr Rosie is a star

Dr Rosie ... what a wonderful doctor

Dr Rosie - she is wonderful

Dr Rosie - What a lovely kind & caring person. 5 star treatment thank you. Came in feeling awful left feeling hopeful.

Always very helpful in the surgery and appreciate it very much.

Keep Dr Rosie!

Dr O'Hare, very understanding and listens. Reception staff also very welcoming.

Just a lovely practice that seems to care.

Thank you for all your help and kindness while mum was a temporary resident recovering from her op. What a fantastic practice.

Please Sarah is so amazing with me, my journey with how far I have come is down to this inspiring woman.
Love her.

Excellent and friendly treatment. I felt that I was treated as a person and not just an NHS number.

Because they are caring and go out of their way to help you in any way they can.

Accommodating service, always friendly

Appointments quickly booked in

All good at the surgery

Friendly efficient and knowledgeable staff

Fast appointments, personable approach.

PPG Feedback—to questionnaire in surgery

41 Questionnaires were completed within the waiting room, facilitated by PPG members in a two week timeframe in November 2018.

1. What seminars would you attend? *Please add your own suggestions under a,b,c,d*

a. **Health topic seminar – Please make a suggestion of what health topic?**

- Tick x 2
- Maintaining longer-term general health
- Lung conditions
- Learning to live with arthritis, dementia – how to get help!
- Orthopaedic- back problems
- Children's ailments and welfare
- Joint and muscle pain in the elderly
- Healthy eating
- MS – current thoughts on managing it
- Dementia
- Dementia – help and advice
- Heart disease
- First aid children
- Liver disease
- Caring for the carer
- Menopause
- Migraine
- Mental health
- Arthritis
- Managing fibromyalgia
- Managing Parkinson's – patient and carer view
- Mindfulness, EFT tapping

b. **Steps to take to protect you, your property and community – Police Seminar**

- Tick x 13

c. **Are you eligible to any benefits? Pension Credit and others – Benefits Seminar**

- Tick x 9

d. Any other suggestions?

- What do we do when a person has to cope when someone dies, paperwork, deadlines
- Care homes explained and what your financial implications are.
- Invite leaders of Integrated Care Community (ICC) to speak about their ideas, plans for re-organisation development and integration of health and care systems in Eden area.
- Leadership trio according to internet- Karen Bell, Jonathan Kenworthy and Dr Ashley Liston
- Relevance on prescription drugs, personal responsibility for one's health
- Self-care programmes
- Teenage subjects and issues
- Waiting time GP – hospital and who to contact, 18th week path way complicated – simplified version
- Stroke – post treatment, coping and help
- Understanding behavioural issues with children

2. What Community projects would you be interested in? Please add your own suggestions under a,b,c,d,e,f

a. Telephoning someone living on their own for a chat and reducing their loneliness?

If interested in taking an active role please leave name/number for a follow up call by the PPG.

- Tick x2
- 8 people came forward to volunteer for this project

b. Be part of a gardening group to make open spaces beautiful, place to meet, grow flowers and veg?

If interested in taking an active role please leave name/number for a follow up call by the PPG.

- 6 people came forward to volunteer for this project

c. Be part of the award winning volunteer prescription delivery service?

If interested in taking an active role please leave name/number for a follow up call by the PPG.

- Possibly x 1
- 3 people came forward to volunteer for this project
- Maybe when I finish work – sounds fantastic!

d. Be part of a friendly neighbourhood scheme where you offer others your talents, skills, time and expertise?

Examples of this could be: Coaching sport, mentoring students, helping someone back into employment, languages, art and crafts, baking and DIY.

- Tick x 3
- 11 people came forward to volunteer for this project

e. Any other suggestions?

- Get a card machine x 2
- Walking
- Too busy x2
- Training with reception, quite dissatisfied with their service.
- Anything I can help with, happy to be contacted and chat – x 1
- To access GP services in a simple way for people who don't have or find the internet hard to use - simplification
- Thank you, great ideas.
- Make signs for surgery on main road on both sides of road more obvious – higher up.

f. Be part of the PPG?

If interested in taking an active role please leave name/number for a follow up call by the PPG.

- 5 people came forward to volunteer for this.

Practice response to some issues raised in the PPG Feedback

3. What other suggestions have you that would benefit you, your family and the community?

Please use other side of paper for your thoughts/suggestions and anything else.

- Amazing practice never had an issue and nothing appears to be too much trouble.
- Friendly, happy, appointment in a couple of days
- Like the small practice, convenient and personal
- TV slide show- hard to read, too much and too little time to read the small font
- Risk of success of practice may bring more patients then practice may go downhill.
- A list pulled off for the elderly and someone from the practice rings them to check they are OK, especially over the Beast from the East time!

Practice response to some issues raised in the PPG Feedback

- ***Get a card machine*** - The card machine isn't going to happen as this is a substantial cost to the practice and we are unable and unwilling to pass this cost onto our patients. We are collecting the money on behalf of the NHS, this is not our money. We do not take cards but will accept cheques and cash.
- ***TV slide show- hard to read, too much and too little time to read the small font*** - The TV slide show is available in print form at reception. If the slides are slowed down anymore there will be some that only have a few words on and displayed too long.

Practice response to some issues raised in the PPG Feedback

- ***Training with reception, quite dissatisfied with their service*** – we always try to encourage patients to speak to the practice if they are dissatisfied in any way. Sadly, we are unable to do anything about this comment if we don't know what the patient is unhappy with.
- ***To access GP services in a simple way for people who don't have or find the internet hard to use – simplification*** – Patients can access the practice by telephone and we do not have an answer machine, they get through directly to a person which makes life a lot easier. They can come into the practice. If patients require repeat medication we have the answer machine, speak to a member of dispensary team between 1pm and 5pm and also we have forms printed they can fill in when in the practice or they can write a letter to us.
- ***Make signs for surgery on main road on both sides of road more obvious – higher up.*** – this is something we would have to get planning permission for if we were to put a sign up across the road plus additional cost to the practice
- ***A list pulled off for the elderly and someone from the practice rings them to check they are OK, especially over the Beast from the East time!*** – what criteria would we use for the search? It's a great idea although potentially there could be a few thousand people on the list and we do not have the manpower to undertake such a task.

PPG (Patient Participation Group) - We need YOU !



As a Patient Participation Group (PPG), we aren't anything without YOU, YOUR views and YOUR opinions.

We've decided that there are three broad threads to engage you, the patient in the work of the PPG and the Practice:

| | |
|----|--|
| 1. | We want patients within the community of the practice to be empowered, so that more people can access, the health seminars, training in the use of |
| 2. | We want to hear your experiences through receiving care from Court Thorn Surgery, so we may give feedback and work with the Practice to seek |
| 3. | We want you the wider community to celebrate the work of the PPG volunteers to learn from our successes and to share as a role model as to how a |

Who are we short of?

- ⇒ Young people aged 18 to 40 years old.
- ⇒ People with long term conditions
- ⇒ People from non-British ethnic groups



PPG (Patient Participation Group) - We need YOU !

The PPG meet every 6-8 weeks in the practice training room. The group meets with representatives of the practice to collaborate to improve services for the health and wellbeing of our patients.

The work of the PPG is a valuable part of the development of Court Thorn Surgery as a practice and the commitment of all those within the group is a vital part of the practice structure.

This innovative forward-thinking group have achieved many things over the last few years: -

- * They have won a Queens Award for Voluntary Services – for their prescription delivery service.
- * They have raised funds for and had de-fibs fitted in the villages that are part of the practice catchment area.
- * They have won a cardiac smart award
- * They have run many health and information seminars
- * They have raised funds for vital equipment for the surgery and our patients

If you would like to get involved, please contact Nichola via reception and she will be happy to provide you with more information on how to join

We need your Feedback !

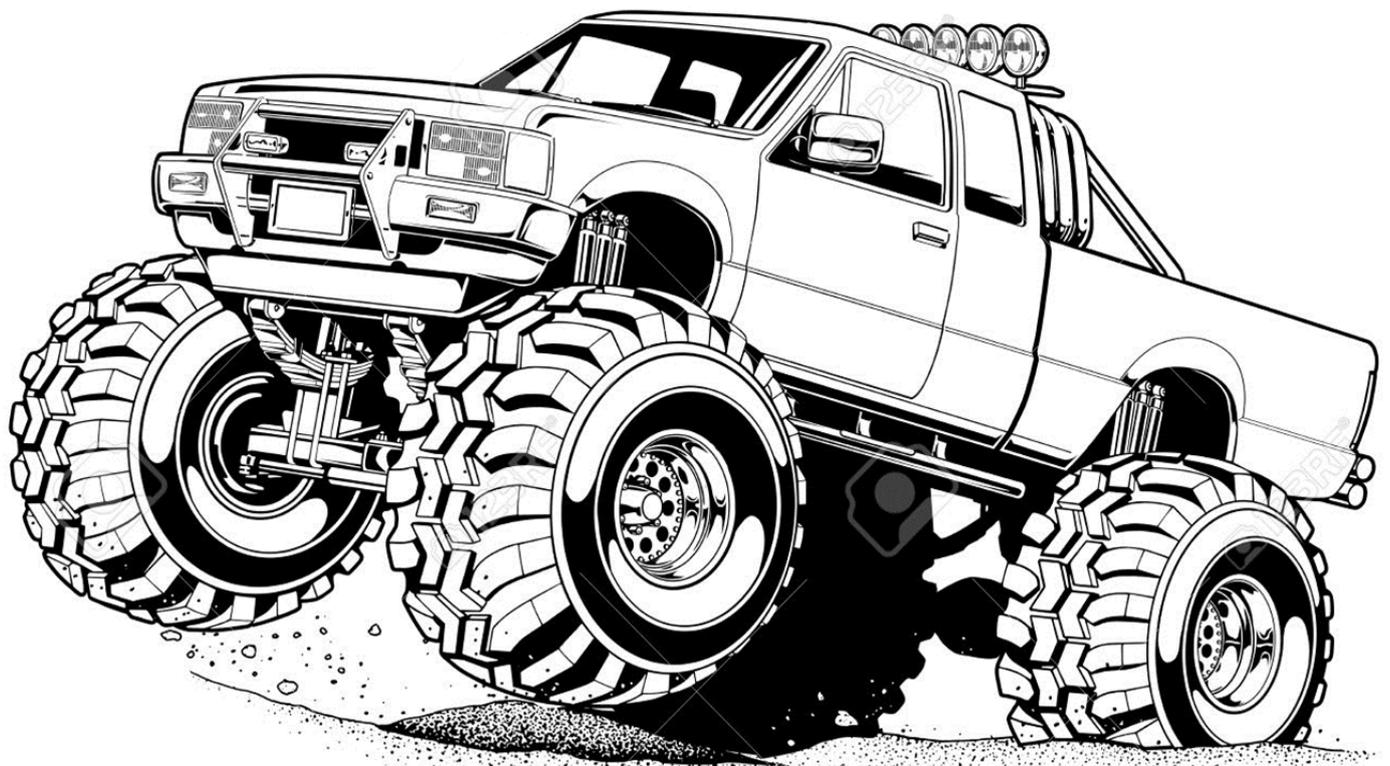
Our NHS Choices page has undergone considerable changes, but all our feedback from patients has been wiped.

Please would you be able to add some for us? Please go to

<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=44183>

Thank you

Practice Appeal



Do you have a 4x4 or an all terrain vehicle that you would be able to use to help the practice should we get weather like we did at the beginning of this year??

We are a rural practice and our patients are spread out across our catchment area.

Would you be able to help to deliver medication to patients who may be unable to get to the surgery or to bring patients to the surgery, who might otherwise be unable to get to us, if the weather is bad for their appointments?

Please contact Nichola at the practice if you are able to assist us in this situation.

Many thanks

New Surgery Equipment

The Patient Participation Group have kindly bought some new equipment for the surgery

A Handheld Pulse Oximeter

With adult/paediatric and neonatal probes



And also

Paediatric Pulse Oximeters for all

The GP's



This equipment will be used in the surgery for the benefit of all patients.

Many thanks to the PPG for your continued support of the practice.

And finally

To
Everyone at Court Thorn Surgery,
I have made you this little gift as a
Christmas present to show my appreciation
for all the hard work you do and the
kindness you give. Without fail I am
always greeted with a warm smile at
the surgery and made to feel most
comfortable. Thank you. Christmas wishes.
Love Kirstie xxxx

