

Welcome to  
Castlehead  
Medical Centre  
Newsletter  
Winter 2017



**Opening hours**  
Monday to Friday  
8am to 6.30pm

**Extended opening  
hours**  
Tuesday 6.30pm to  
8pm

# Patient Press



Dr Clare Haslam      Dr Claire Ferris  
Meet our two new salaried doctors  
Dr Clare Haslam who has a special interest  
in mental health & Dr Claire Ferris who has  
a special interest in diabetes.



Not everyone enjoys the snow  
and cold weather so please look  
out for any older family and  
neighbours, for more advice visit  
**Keep Well Keep Warm**  
<https://www.nhs.uk/Livewell/winterhealth/Pages/KeepWarmKeepWell.aspx>

**Flu vaccinations** if  
you qualify for Flu  
vaccination and  
you still haven't  
had one this year,  
please make an  
appointment to  
see the Health  
Care Assistant.

## **Shingles Vaccinations**

If you are aged 70  
on the 1<sup>st</sup>  
September or aged  
78 on the first of  
September, you are  
entitled to a  
shingles  
vaccination, please  
ask the practice for  
more details.



Christmas opening times  
Monday 25<sup>th</sup> December closed  
Tuesday 26<sup>th</sup> December closed  
Wednesday 27<sup>th</sup> December 8.30am – 6.30pm  
Thursday 28<sup>th</sup> December 8.30am – 8pm  
Friday 29<sup>th</sup> December 8.30am – 6.30pm  
Monday 1<sup>st</sup> January closed  
Tuesday 2<sup>nd</sup> January 8.30am – 8pm

## **Patient Access**

Patients can order  
repeat medication  
and also book GP  
appointments  
online, please ask  
the receptionist to  
register you for  
this service.

**Free Slimming World** referral is  
available from the practice; please ask  
one of the practices nurses or GPs to  
see if you are eligible.

We are currently looking for new  
members for our patient participation  
group; please ask at reception for  
further details.

**Are you a carer?  
Have you informed us that you are a carer?  
Did you know you are entitled to an annual health check?  
Speak to the receptionist about registering as a carer and to make an appointment for your annual health check.**

Staff training sessions will be held on the following dates;  
Wednesday 17<sup>th</sup> January 2018  
Thursday 8<sup>th</sup> February 2018  
Wednesday 14<sup>th</sup> March 2018  
On these dates the practice will be closed from 1pm.  
If you require urgent attention when we are closed please dial 111

### DID YOU KNOW .....?

That in the last 6 months 201 patients did not attend their pre booked appointment with the GP, Practice Nurse or Health Care Assistant, and of these 201 patients it resulted in 780 missed appointments, an average of 4 missed appointments for each of the 201 people and 130 hours of wasted clinical time.

SHOCKED?? We were...

Appointments are in short supply, not just at Castlehead Medical Centre but across the country, SO how do we deal with these constant non-attenders?

We are interested in your views on this subject if you have any suggestions on how we should address this situation please complete one of the comments cards or email us at [GP-a82028.nhs.net](mailto:GP-a82028.nhs.net)

### Struggling with

Stress, Anxiety, Worry, Low Mood, Sad, Feeling down

Contact First Step on 0300 123 9122 or [www.firststep.cumbriapartnership.nhs.uk](http://www.firststep.cumbriapartnership.nhs.uk)

Cumbria Partnership Foundation Trust offer a range of services which include mental health for adults and children, support for families and carers & community health services, visit their website for more information on how to access these services <https://www.cumbriapartnership.nhs.uk/>



Remember during this party season please take care of yourself and your friends. Be drink aware and stay safe.

**Please visit our website  
[www.castlehead.org.uk](http://www.castlehead.org.uk)**



Many people with sexually transmitted infections (STIs) don't get symptoms, so it's worth getting tested even if you feel fine. If you think you have an STI, the earlier you're tested, the sooner treatment can be given if it's needed.

An STI can be passed from one person to another through sexual contact, including vaginal, anal and oral sex. You can get or pass on an STI whoever you're having sex with.

We hold a young person's clinic every Monday from 4pm-6pm, this is a no appointment needed clinic.

We also hold regular family planning & STI clinics please ask at reception for an appointment.

If you want further info on STI's please visit <https://www.nhs.uk/Livewell/STIs/Pages/STIs.aspx>