

Birbeck Medical Group

Newsletter *April 2015*

Protected Learning Time (PLT), is an afternoon once a month, when the practice is closed from 1pm. It is an opportunity for practice staff to address their own learning and professional development needs. The phone lines are transferred to Cumbria Health On Call but re-open again at the surgery at 8:00am the following morning.

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PLT Dates 2015/2016

Wednesday 13th May 2015

Thursday 18th June 2015

Wednesday 8th July 2015

Thursday 17th September 2015

Wednesday 21st October 2015

Thursday 19th November 2015

Thursday 21st January 2016

Wednesday 24th February 2016

Thursday 17th March 2016

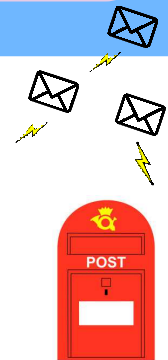
If you have any comments about the Services we provide, then please use the suggestion box in our waiting room, or speak to a member of staff. For more information, please visit our website:

Text Messaging

We recently re-established a patient texting service. This service is currently **unavailable**. Please ensure that you take extra care in remembering your appointment.

The HUB

Eden residents now can access 'The Hub', an information resource centre that offers confidential advice and information to members of the public. Their aim is to promote good Health and Wellbeing in the Eden District. The Hub is open Monday-Wednesday 10am-4pm. Hub co-ordinator Hazel Laithwaite is available to contact for any information on **01768 245911** or email **edenhub@ageukcarlisleandeden.org.uk**



Please remember!

We now have a post box by the main door. This can be used for prescription requests or letters.

Medication

Please note that **ALL** medication requests need to be checked and authorised by a Doctor. This will take **48 HOURS**. This is for the best interest of patient safety.

Appointment System

Appointments can be booked up to 4 weeks in advance. Should you feel that you need to be seen more urgently please make the Receptionist aware and we will try to facilitate your request. The Practice also offers a number of telephone appointments if you feel a clinician could deal with your problem by phone.

Urine Samples

If you are required to hand in a urine sample please bring it to Reception before 11.30am. This ensures that it goes to the laboratory at Carlisle the same day and that we receive the results as soon as possible. Please **Note:** if you are asked for a sample when attending a specific clinic please hand to nurse.

Results to collect?

We ask that patients waiting for results contact the surgery approximately 5 days after any test is taken, although some results may take longer. Please ring after 11.30am. X-Ray results take longer than other results – please phone the surgery after 7–10 days. It is not always necessary to make an appointment.

Are you going away and need travel vaccinations?

You will need a Travel Risk Assessment - please give plenty of notice, ideally 6 weeks minimum.

At our last
PLT...

Sexual Health Clinics

We offer Sexual Health appointments here at the surgery on a Monday, Wednesday and Friday. Alternatively, there are drop-in clinics in the area.

Under 20s -

Hilltop Heights - Monday, Tuesday and Friday 3.30pm - 5pm

Penrith Hospital - Wednesday 1pm- 2.30pm

Newton Rigg - Tuesday 12pm - 1.30pm (Term Time Only)

Sexual Health Clinic all ages -

Hilltop Heights - Monday, Tuesday and Friday 8.30am - 11am, Wednesday and Thursday 4pm - 7pm, and the first Saturday of every month 10am - 12pm

For an appointment only slot, please call **01228 608989**

We became Dementia Friends! Meaning we are able to turn our understanding of Dementia into action. From spreading the word about Dementia to spending more time with people who live with Dementia. Anyone can become a Dementia Friend! For more information please visit dementiafriends.org.uk

Hayfever Sufferer?

Symptoms of hay fever include.. sneezing, a runny nose and itchy eyes. The symptoms of hay fever are caused when a person has an allergic reaction to pollen. There is currently no cure for hay fever but most people are able to relieve symptoms with treatment, at least to a certain extent. Treatment options for hay fever include antihistamines, which can help prevent an allergic reaction from happening and corticosteroids, (steroids), which help reduce levels of inflammation and swelling. Many cases of hay fever can be controlled using over-the-counter medication available from your pharmacist.



Patient Participation Group



Do you want to have the opportunity to have a voice and get involved in the way your health service is run?

Do you want to improve health and health services in your local community?

Do you want to help shape and improve services?



Do you want to get involved in shaping and delivering new and exciting services?



If you answered **YES** to any of the above questions then you may be the right person to join our NEW Patient Participation Group.

The Practice is looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered. We currently have a patient reference group who continuously help us to decide how we can improve our services.

If you are interested or have any questions or queries, please do not hesitate to contact **Carolyn Lowes, Reception Manager** on

01768 214620

**PPG
Awareness
Week**

**1st - 6th
June 2015**

Introducing..



Online access for
our patients!

How do I sign up?

Ask reception for details, or, visit
patientaccess.co.uk/access



Benefits of Online access;

- > Beat the phone queue
- > Online 24 hours a day
- > Appointment booking
- > Repeat prescriptions
- > Free mobile app

Don't forget you can
access services on



Turn over for
more information..

Have Your Say to Improve Your Care

Please support your GP and Birbeck Medical Group – we have signed up for the
I Want Great Care campaign which is all about the patient experience.

This campaign helps the Practice to review the care that it offers to the patients. By giving your feedback you will be helping Birbeck to improve services.



I WANT GREAT CARE!



Introducing Patient access online services

Book your next appointment

You can view, book and cancel appointments at your convenience.

- Quick and easy to use
- Avoid busy telephone lines
- Access out of practice hours
- Electronic management of your appointments.

Request repeat prescriptions

Access a list of your repeat medication and request a repeat prescription.

- Minimise your trips to the practice – only one visit is needed to collect the prescription
- Your request is authorised online by the practice, so you know when it's ready to collect
- Avoid queues and busy telephone lines.

View your medical record online

View your medical record securely on your desktop or mobile with Patient Access.

- Information about your medications, allergies and much more is instantly available whenever you need it
- Links to patient leaflets help you understand more about your conditions and medications without needing to contact the practice.

Contact your practice

The secure messaging service allows you to send messages to the practice for general enquiries such as opening times or flu vaccination reminders. Messages are handled by the practice staff during working hours, and the service is best used for queries that require a non-urgent reply. If you have an urgent query, please telephone the practice or emergency service as normal.

Update your personal details

You can update your address and contact details online. Changes made through this service are then approved by practice staff.

Patient.co.uk

Patient Access contains links to www.Patient.co.uk, a trusted comprehensive source of GP-authored health information leaflets for patients.

How to register

To register, ask at reception for details or go to patient.co.uk/access

Mobile app

The free Patient Access app provides greater convenience for patients who are away from a desktop PC or laptop, with access to a Smartphone*.

Download at patient.co.uk/accessapp

*Available on the Android and iOS platforms.

Safe and secure

All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure.

Please Note: Your practice may not offer every Patient Access feature, so please ask at reception to find out which services are available to you.

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 Patient.co.uk

