



Dispensary— Repeat Prescriptions over Easter Period

As a practice we request that all patients give 48 hours notice for repeat prescriptions. The reason for this is to allow the practice to meet the needs of all our patients. You must take responsibility for your medication and order in plenty of time to ensure you do not run out.

We are unable to dispense medication for repeat requests on the same day of ordering.

As the Easter weekend is approaching please be aware we are only closed a total of 2 days over Easter:-

Good Friday 30th March and Easter Monday 2nd April.

With that in mind, we would request that you please order 2 days earlier than usual, to ensure it is ready for you to collect. Thank you.

New Training GP's

As a training GP practice we are trying to do our bit to help the next generation of GP's. With that in mind we have two new training GP's starting at the practice in April. We have Dominic Arnold an F2 and GP Registrar Rosie Wigglesworth.

They will be training with us over the next few months and will have appointments available for you to see them.



The surgery is closed over Easter on the following days:

Good Friday 30th March and Easter Monday 2nd April.

We will re-open on Tuesday 3rd April



Court Thorn - 'A Doctor writes'



Now that the 'Beast from the East' has blown away and I'm starting to look at all the grass on my lawn with dread, I thought I'd write a few words about where UK general practice currently is for this newsletter.

First some stark facts:

- In the last 10 years real terms funding to practices has decreased
- A year's worth of general practice now costs less than 2 visits to A+E
- In the last 5 years face to face contacts have increased 13%
- In the last 5 years telephone contacts have increased 67%
- The number of full time GPs has declined for the last 2 years
- Changes to community care and hospitals have put increased pressure on surgeries
- Training places for general practice are under filled
- Only 11% of newly qualified GPs intend to work fulltime
- 17% of GPs are over 55 with the majority thinking of early retirement
- The average wait in England for a routine GP appointment exceeds 3 weeks

We face challenging times ahead and while we don't always get it right, we do get it right a lot more times than some other practices. Despite the doom and gloom I think we have an outstanding team here at Court Thorn. Thanks to the efforts of all the staff I think we still provide an excellent level of care. We have the highest patient satisfaction and the highest CQC rating in North Cumbria. We were awarded a Certificate of Excellence from I Want Great Care last month and our prescription delivery volunteers have been shortlisted for a major Cumbrian award.

It's a pleasure to be part of such a thriving surgery. Thanks for being great patients. Being a successful practice like ours depends on mutual respect, and I hope you'll agree that we seem to have it just about right here.

Happy Easter to all,

Dr Jain Grainger

Court Thorn - Help us to help You!

We take approximately 150 calls per day at the practice for various different reasons. Unlike most practices our phones are answered by a person and not an answering machine, please bear this in mind when ringing the practice should you receive an engaged tone.

With this in mind we thought you may be interested to learn the best times to call and what you can, or should be calling us for. This enables your patient experience to run more efficiently.

- If you have an Urgent life-threatening emergency you should call 999 immediately.
- If you have recently received hospital treatment and require a sick note, you would need to call the department you went to at the hospital. If this sick note has run out or if the sick note is for an ongoing matter you have seen or spoken to a GP here about, it would be us you call. (You can self-certify for the first 7 days of any illness, these self-certificates are available to download from the internet or from reception in the practice). Sick notes can only be dated from the date of issue and not be dated in advance so please bear this in mind when requesting.
- **If possible, please do not call before 11am for any test results as we like to keep the phone lines free for patients who need to be able to book in for same day appointment.**
- If your enquiry is regarding a hospital referral please contact the Patient Contact Centre at the Cumberland Infirmary, Carlisle on 03447760003 or the Appointments Booking Office at the Westmorland General Hospital on 08450559990 who will clarify where you are on the waiting list.
- If you have a minor ailment, such as a cold, cough or heartburn etc, you can go into your local pharmacy and ask to speak to the Pharmacist. They can advise on whether you need to see a GP or they may be able to prescribe medication on the NHS via the minor ailment scheme.
- If you are requesting medication you have had from us before, please ring 016974-73553 and leave a message for the Dispensary team. If you call before 1pm please leave a message on the answer machine and the team will process this in the normal way. The dispensary team will only call you back should there be an issue with your message. **We will not return every call.**

Some useful contact numbers

Cumberland Infirmary	01228 523444	Cumberland Infirmary A &E	01228 814407
Cumberland Infirmary X-Ray	01228 814 528	District Nurses	01768 245606
Penrith Hospital	01768 245555	Health Visitors	01768 2245615/620
Penrith Hospital Minor Injuries	01768 245569	Eden Community Response Team (ECRT)	01768 245577 – Non urgent
Penrith X-Ray (Mon/Fri 9-12am / 1-3pm)	01768 245575	Podiatry/Chiropody	01768 245628
Mindline Cumbria	0300 561 0000	Emergency Dentist	01228 603900
Hospital Transport	0800 032 3240		

Useful Information for You!

Free NHS Child Health App

Parent or carer of a child under 5?



Get the free NHS app

A new NHS guide to help you look after your child's health.

Search 'NHS child health'

GET IT ON Google play

Download on the App Store



Are you a parent or carer of a child under 5? Get the free NHS App - A new NHS Guide to help you look after your child's health. This useful app offers easy to understand guidance on childhood illnesses, recognising when your child is unwell, and advice on when and where to seek further treatment. Download the app now,

Search 'NHS child Health'. The app is also available as a 115 -page booklet which is available at www.necsu.nhs.uk/wpcontent/uploads/2016/09/NHSLAYCH-ONLINE.compressed1.pdf and it contains everything from oral health, upset tummies and diarrhoea to advice on bumps and bruises.

Court Thorn Contact Details

Find us on Facebook & Twitter Why not follow us on social media? Keeping you up to date with all the latest news and information from the surgery.

facebook

www.facebook.com/Court-Thorn-Surgery-250473111739486/



@Courthornsurg

Telephone :- 016974 73548

Fax :- 016974 73781

Court Thorn Surgery

Dispensary :- 016974 73553

Low Hesketh

Website:- www.courthornsurgery.co.uk

Carlisle, CA4 0HA

Useful Information for You!

Dates for your Calender - Protected Learning Time dates 2018/19

Like all practices in Cumbria Court Thorn will be closed between 1pm on the following days:-

2018

Thursday 19th April
Wednesday 16th May
Thursday 14th June
Wednesday 11th July
Wednesday 12th September
Wednesday 10th October
Wednesday 14th November

2019

Thursday 17th January
Wednesday 13th February

Home Visits

Just to remind patients that all requests for home visits are to be made before 10am. We can not guarantee home visits can be given if arranged after this time due to service demands.

Thank you

Newsletter by E-mail

If you would like to receive our newsletter by email, please click on the link on our website www.courtthornsurgery.co.uk and help us to reduce our carbon footprint.

Obtain Blood Results

We ask patients where possible to ring the **surgery** **between 1 - 3pm** in order to ensure that any results we do have back have been checked by the GP's.

Thank you for your help.

Contact Details

Please remember to keep your records updated and advise us of any change such as telephone numbers, or your address if you move house.

We would also like your e-mail address , if we do not have yours please speak to reception and we will update your details

Top Tips

Before you see the GP, work out what you are worried about. Highlight your concerns. Think about how you would describe your symptoms. Get to the point don't keep important information to the end.



**A SERIOUS ILLNESS
MIGHT GET MISSED**



**TOO MANY PROBLEMS
DISTRACTS THE
DOCTOR
ON DEALING WITH
YOUR
MAIN PROBLEM**



ONE APPOINTMENT ONE PROBLEM ONE PATIENT

**IT IS TEMPTING TO BRING A LIST OF
UNRELATED PROBLEMS, BUT CONSIDER
WHAT'S ACHIEVABLE IN 10 MINUTES!**



**DOCTOR MAY BE
MORE LIKELY TO
RUSH**

Appointment Information for you

Missed Appointments January & February 2018

Doctors	20
Nurses	51
Total lost clinical time	10 1/2 hours

This is a gentle reminder, that if you cannot keep an appointment, please call to tell us, so it can be offered to another patient who does need to be seen.

If you are running late, it will be at the doctor's discretion to see you when you get to the surgery and this may mean it is at the end of their surgery session or to request that your appointment is rebooked.

Thank you for your understanding.

*** New text message appointment reminder system ***

We are launching a new text message appointment reminder system. (Please look out for more information)

The new number you receive text messages from will be +447800008225

You will be able to cancel your appointment by replying CANCEL to the text message you receive, saving you a call to the practice.

Appointment Times

Please bear in mind when booking your appointment that GP appointments are 10 mins long and are to be used for 1 issue. We have seen an increasing amount of people that are coming with several issues (some of which have been ongoing for several months).

The number of issues per patient impacts on the GP running late and other patients having to wait.

Ten minutes really is not a lot of time, even for just one problem, e.g., 1 minute to get to doctor's room and sit down, 3 minutes to tell a history, 3-4 minutes to perform targeted examination, 2 minutes to explain, advise and treat. There is no time left of the ten minutes to write up notes, fill out forms, dictate referrals or speak to other team members for advice.

We have a selection of Book On The Day appointments, these appointments are for acute issues (like infections, new pain or unwell children) which can not wait until the next pre-bookable appointments and these are not for non-urgent appointments like medication reviews or ongoing issues.

Useful Information for You!

Physiotherapy Service

Did you know ???

If you feel you need to be seen by the Physio team you can self refer using the referral form available from the Practice or on our website. Your completed form should be posted or emailed to the team who will then contact you direct with an appointment.

Prescription Charges from 1st April 2018

From 1st April the prescription charge rises to £8.80 for each dispensed item (some items may have more than one charge e.g. elastic hosiery).

The prescription charge is a contribution to the NHS. It is not a payment to the surgery or its dispensary and is not related to the cost of your medicine(s).

Details of the revised charges for 2018 to 2019 can be found below.

Prescription charges from 1st April 2018

1 item: £8.80

2 items: £17.60

3 items: £26.40

The cost of prescription pre-payment certificates (PPCs) has remained the same for a further year, with the price of as follows:-

3 month PPC at £29.10

12 month PPC at £104.00

PPCs offer savings for those needing four or more items in three months or more than 12 items in one year.

The Government said: "To ensure that those with the greatest need, and who are not already exempt from the charge, are protected we have frozen the cost of the prescription prepayment certificates (PPC) for another year... Taken together, this means prescription charge income is expected to rise broadly in line with inflation."



Compliments from Patients

Thank you Sarah, injections were quick, fast and painfree. Much better having them done here rather than in school.

Sarah as ever kind, efficient and inimitable!

Got injections today didn't feel a thing.
Thanks Sarah.

Thank you Ann for going the extra mile to get me my hospital appointment. What a wonderful practice this is. Thank you Again.

I would like to say that Dr Wade is one of the best young doctors I have met. If a placement comes up you should give her a job. She is keen to help.

So sorry Ann is leaving she has been a great help to us over the years.
Good Luck Ann

Sorry to hear Ann is leaving for pastures new. She has been an asset to the surgery. Good Luck in your new job.

Great big thank you to Dispensary for going the extra mile for me.
Excellent Service as

What a great clinic. Easy to get an appointment. Excellent friendly reception staff and Dr Walker answered all my questions. You guys Rock !!

Can not fault the care here. My little one was so brilliantly looked after. Thank you

As always 1st rate

As ever .. World Class Service

Couldn't ask for a better GP service always faultless.

Compared to Birbeck, this is just a brilliant surgery, from booking appointments to seeing the Dr. (OUTSTANDING)

Thanks to all of you for your care and cheerfulness.

Visited Dr Wade this morning what a fantastic doctor. Very caring, attentive, listened, took time and patience to listen to me. A wonderful GP. Thank you.

Outstanding service from the phone call to the Dr. Brilliant.

Please employ Caroline permanently I have seen her 3 times, she is so caring and lovely.

It was a real pleasure to meet Dr Lwowska, she could not have been more helpful, with an infectious desire to provide the best service possible.

Reception most helpful and considerate when cancellation, necessary because of snow cut off.

Thank you Dr Grainger and Sharon. What would I do without this surgery.

Thank you Sarah fast and pain FREE!!

This is an amazing surgery. I was a very qualified nurse up to 1996. You are all amazing, caring, understanding, looking after important needs and future needs. Very good quality assessment. I come myself and bring others!!

Don't think you can improve the standard of care. The Dr's are the best I've ever known

Don't think you can improve the care I get, all Dr are attentive and make sure you know what's going on.

Appointment given when I wanted it, polite. Dr gave due time and consideration, never felt rushed.

GO TO A&E OR RING 999

CHOKING



CHEST PAIN



**BLACKING
OUT**



BLOOD LOSS



A&E departments treat patients with serious or life-threatening illnesses or injury.

CALL NHS 111

**NOT
WELL?**



CALL NOW



UNSURE?



**NEED HELP
FAST?**



NHS 111 is a free telephone service, available 24 hours a day, seven days a week.

MINOR INJURIES

ITCHES



STRAINS



CUTS



SPRAINS



These centres treat serious but not life-threatening illnesses for people of all ages.

GP SURGERY

**BACK
PAIN**



**STOMACH
ACHE**



EAR PAIN



VOMITING



If you have an illness or injury that won't go away, make an appointment with your GP.

PHARMACY

DIARRHOEA



**RUNNY
NOSE**



**PAINFUL
COUGH**



HEADACHE



Pharmacists offer a range of health services.

SELF-CARE AT HOME

HANGOVER



**GRAZED
KNEE**



COUGH



**SORE
THROAT**



Minor illnesses, ailments and injuries can be treated with plenty of rest and a well stocked medicine cabinet.

NHS Cumbria CCG – Pharmacy Spring & Summer Bank Holiday Opening 2018

Pharmacy	Address	Telephone Number	Monday 7 th May 2018	Monday 28 th May 2018	Monday 27 th August 2018
Asda Pharmacy	Chandler Way, Carlisle, CA3 0JQ	01228 554119	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00
Boots Pharmacy	Unit 3, Angel Square, Penrith, CA11 7BT	01768 862735	10:00 - 16:00	10:00 - 16:00	10:00 - 16:00
Boots Pharmacy	43-49 English Street, Carlisle, CA3 8JU	01228 542944	09:00 - 17:30	09:00 - 17:30	09:00 - 17:30
Boots Pharmacy	31 Main Street, Keswick, CA12 5BL	017687 72383	10:00 - 17:00	10:00 - 17:00	10:00 - 17:00
Lloyds Pharmacy	1 Common Gardens Square, Penrith, CA11 7FG	01768 245808 01736 575000	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00
Lloyds Pharmacy	Church Street, Carlisle, CA2 5TF	01228 621714 01228 621710	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00
Lloyds Pharmacy	58-60 English Street, Carlisle CA3 8HS	01228 524993	10:00 - 16:00	10:00 - 16:00	10:00 - 16:00
Morrisons Pharmacy	Brunswick Road, Penrith, CA11 7JU	01768 862055	10:00 - 16:00	10:00 - 16:00	10:00 - 16:00
Tesco Pharmacy	Warwick Road, Carlisle, CA1 2SB	01228 891847	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00

You are advised to telephone the pharmacy prior to attending. If you require advice out of hours, please ring 111.



Pharmacy	Address	Telephone Number	Good Friday 30 th March 2018	Easter Sunday 1 st April 2018	Easter Monday 2 nd April 2018
Asda Pharmacy	Chandler Way, Carlisle, CA3 0JQ	01228 554119	09:00 - 18:00	Closed	09:00 - 18:00
Boots Pharmacy	43-49 English Street, Carlisle CA3 8JU	01228 542944	08:30 - 18:00	Closed	09:00 - 17:30
Boots Pharmacy	31 Main Street, Keswick, CA12 5BL	01768 772383	09:00 - 17:30	09:00 - 18:00	10:00 - 17:00
Boots Pharmacy	Unit 3, Angel Square, Penrith, 6+CA11 7BT	01768 862735	08:30 - 17:30	Closed	10:00 - 16:00
Dalston Pharmacy Ltd	7 Central Avenue, Harraby , Carlisle, CA1 3QB	01228 523312	Closed	10:00 - 12:00	Closed
Joseph Cowper Ltd	49-50 King Street, Penrith, CA11 7AY	01768 862063	Closed	10:00 - 12:00	Closed
Lloyds Pharmacy	Church Street, Carlisle, CA2 5TF	01228 621714 01228 621710	07:00 - 20:00	Closed	09:00 - 19:00
Lloyds Pharmacy	58-60 English Street, Carlisle CA3 8HS	01228 524993	10:00 - 16:00	Closed	10:00 - 16:00
Lloyds Pharmacy	1 Common Gardens Square, Penrith, CA11 7FG	01768 245808 01736 575000	07:00 - 20:00	Closed	09:00 - 18:00
Morrisons Pharmacy	Brunswick Road, Penrith, CA11 7JU	01768 862055	10:00 - 16:00	Closed	10:00 - 16:00
Tesco Pharmacy	Warwick Road, Carlisle, CA1 2SB	01228 891847	08:00 - 20:00	Closed	09:00 - 18:00
The Green Tree Pharmacy Ltd	8 Market Street, Kirkby Stephen, CA17 4QS	01768 371392	Closed	16:00 - 18:00	Closed
Well	55 Wigton Road, Carlisle, CA2 7AY	01228 522020	Closed	16:00 - 18:00	Closed

You are advised to ring the pharmacy before attending. If you need advice whilst we are closed please ring 111.