



Surgery update

Dispensary relocation- We have decided to move our dispensary from room 5 to room 1 which is closer to the main entrance of the building, we will also be moving our prescriptions team into the room next door (room 2) to allow patients who have queries regarding their prescriptions to be able to speak to our staff via the dispensary hatch. We are trying to improve the service provided to patients by making this facility more accessible. In order for this work to be undertaken our dispensary will be closed from Thursday, 5th April at 1pm and re-open in the new location on Monday, 9th April, therefore please ensure your items are ordered and collected before this date. We apologise for this inconvenience.

Reception- We have been working with our PPG and landlords to create a new reception area, although plans are still being worked through we hope to have a purpose built reception desk in place by the summer which again will help us to provide a better service to patients, issues such as confidentiality and staff safety have been taken into account as part of these plans – more information will follow.

GDPR- Guidance is coming in thick and fast for the new General Data Protection Regulations that come into force on 25th May, we are currently reviewing this and looking at what data we hold and how we process this, we will be issuing information out to patients and updating our privacy notices shortly.

Leavers- We will be saying farewell to Linda from our Administration department who retires at the end of March. Linda joined Derwent Surgery in 2002 as a Receptionist / scanner, we hope your retirement is a happy one. Sally our receptionist will be leaving us to pursue her dream of training to become a paramedic, we wish you great success. Dr Nelis will also be retiring at the end of March, you will all be greatly missed.

A farewell message from Dr Nelis



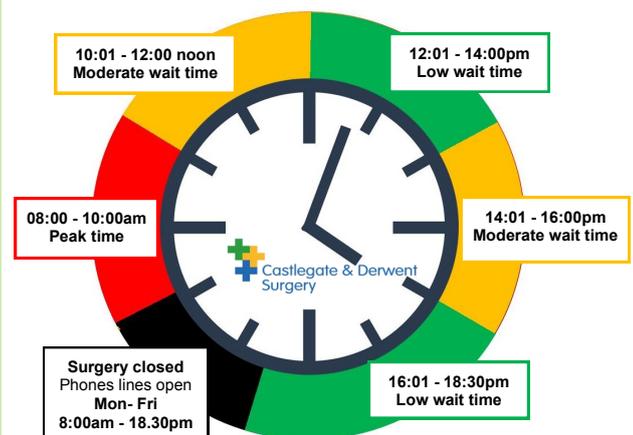
Dear patients,
This is a note of goodbye to all of you I have met over the years. I will retire from being a GP on the 1st of April. There are many people I would have liked to see face to face once more before leaving, but that is not possible. My apologies to everyone who has tried but failed to get an appointment, or who did not realise that I will not be here. Some of you I have known since the old Fitz Road Surgery days!
It has been a great privilege to do this job, but now I look forward to the next phase of my life. I will hopefully see many of you around town, or on the fells.
Dr Annemieke Nelis

When to contact us- During the month of February our reception team have received 9962 incoming calls and we now have access to data that enables us to analyse these calls by day and time. As expected Monday is our busiest day, followed by Friday. The busiest time of day is between 08:00-08:30am, we appreciate that this is due to patients trying to obtain urgent same day care, however if you are looking to make a routine appointment, enquire about test results or other aspects of your care then please avoid our peak times.

We apologise to patients for the wait time when queuing to speak to a receptionist, currently at 8am we have 4 reception staff taking calls and we are looking if we can have a 5th telephone line to reduce waiting times at the start of the day.

If your call is routine we would appreciate you calling us later in the day, this should also reduce your wait time. Thank you.

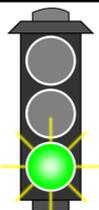
When is the best time to call the surgery?



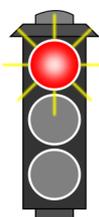
www.castlegateandderwentsurgery.nhs.uk

Appointments

Throughout January & February our GPs and nurses have seen a total of 13,867 patients.



The number of missed appointments for January & February was 403 making up approximately 77 hours of unused appointment time throughout the two months.



Help us to provide more appointments to those who need them by calling to cancel if you are unable to attend.

Easter Holiday opening times

Friday 30th March	Closed
Monday 2nd April	Closed

We would like to remind our patients to order their repeat medications in time for the Easter holidays.

When our GP practice is closed, patients should call the NHS 111 service by dialling 111. All calls are free from landlines and mobile telephones.



**Castlegate & Derwent Surgery
Multi-Disciplinary Training Practice
& Primary Care Medical Research
Centre**

Cockermouth Community
Hospital and Health Centre
Isel Road
Cockermouth
Cumbria
CA13 9HT
Telephone: 01900 705750
Prescription line: 01900 705751

www.castlegateandderwentsurgery.nhs.uk

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.**



@CastlegateAndDerwentSurgery



@CastlegateSurg2

Did you know? How to obtain a

fit note? During the first 7 days of your illness you can complete a self certification form (available to download from our website or from our reception). If you are off work for more than 7 days your employer will normally ask for a fit note from your GP or hospital doctor.



If you have recently received hospital treatment and require a sick note you need to contact the hospital department you attended.

If the note is for an ongoing condition that you have previously discussed with one of our GPs please contact our reception.

Fit notes cannot be forward dated although they can be back dated.



Jo from our Admin team who is also the WI president would like to inform you of a brilliant scheme running in Cockermouth.

- **Living alone for the first time?**
- **Struggling to cook healthily for your family?**
- **Is the kitchen a scary place for you and do you rely on takeaways?**

Then we can help YOU! We are offering relaxed and friendly free cooking lessons in Cockermouth. This is at no cost to you, and we will teach you all we know!

Are you interested? **please call Jo on 01900 386380 for further information or email us on cockermouthwi@gmail.com**



Medicine matters

We are actively inviting patients in for review who have complex medication regimes.

If you are on ten or more medications we are actively inviting you into clinics over the next 3-6 months.

We are interested in ensuing patients are achieving the most from their medications and trying to support you as much as possible with complex regimes.

If you are struggling to manage your pill box, please contact reception to make an appointment with Rachel Edwards The clinic appointments will be available from April 2018.

Our future medication reviews will be focusing on:

Patients with Depression and Anxiety. Is your medication managing your symptoms? We are actively approaching our patient cohort for review within this area.

Research update

The practice continues to take part in many research studies, we participate in a whole range of studies and are looking for patients to take part. If you fall into the criteria for a study we will send you an invitation, alternatively you can contact Jackie Smith our Research Nurse for further information about taking part.

- **DEVELCO-** Are you receiving opioid pain medication which causes constipation? We would like to inform you about a research study, which may improve your constipation and lead to improved quality of life?
- **LOW MOOD STUDY-** Study to investigate what patients find helpful in their first consultation for low mood with their GP.
- **CONTACT - ME- IBS-** How effective is consent for contact in increasing opportunities to participate and patient recruitment to IBS clinical trials.
- **CONDUCT-** Trial aims to find out whether urine collection devices could help to reduce the numbers of samples reported as contaminated from Urinary Tract Infections.

COMING SOON! BICS- A randomised double-blind placebo controlled trial of the effectiveness of the beta blocker- Bisoprolol in preventing exacerbations of COPD.

WHEN STROKE STRIKES, ACT F.A.S.T. NHS



Our Practice Manager Suzanne Hughes- Rudd will be getting her running shoes on and taking part in this years Great North Run in September.

She will be raising money for a fantastic cause. **'Breast Cancer Care'**

If you feel you can donate please visit: www.justgiving.com/S-Hughes-Rudd.

- Do you feel you need someone to talk to?**
- Are you in need of someone to listen?**
- Would you like someone to bounce your thoughts off?**

You may benefit from our **'Listening Ear Project'**. We recognise that in some cases patients come to see their GP when what they really need is someone to talk to, perhaps issues such as:

Isolation, Life- changing decisions, Bereavement, Relationships

'We are working with local clergy, who are offering to provide a 'listening' service here in the Surgery'.

The listening sessions are confidential and NO report will go back to the GP. At the end of the session you may be signposted to an appropriate service/ agency or offered a further session.

It is a great example of the NHS and the local Church working together for the benefit of our community. For further details ask at Reception, GP or Nurse.

Starting April 2018

