



Flu update

Most patients will be aware that this year patients have to be offered the most suitable vaccine for their age group :

- **Quadrivalent Vaccine (QIV) for adults aged 18 to less than 65 years of age.**
- **Adjuvanted trivalent flu vaccine (aTIV) for people aged 65 and over.**

Unfortunately due to a supply problem from the manufacturer our order of the Adjuvanted trivalent flu vaccine(aTIV) has been delayed. We now have confirmation that this will be received on 26th October therefore we will be busy trying to get patients(aged 65 and over) vaccinated from the 29th October onwards.

Patients are advised to receive their vaccination in advance of December when the flu season starts.

See clinic dates below, please note that these dates are for all eligible patients aged 18 and above and not just the over 65's. Our nursing team have all received their annual flu update training will ensure that you receive the correct vaccination.

Flu clinic dates- visit our website for the latest information

Monday 29th October- 9.30am - 18.00pm

Wednesday 31st October- 13.30pm - 16.00pm

Thursday 1st November- 08.30am - 12.30pm

There is no need to book an appointment just drop into the surgery.



Do you need a routine appointment with a GP, Nurse or Pharmacist during the evening or weekend? We can offer an 'Extended Access Service'



We are now offering routine evening and weekend pre-bookable appointments with GPs, Nurses and Pharmacists. The service is available in North Cumbria, which makes it easier for you to get a routine appointment at a time that suits you.

Appointments are available:

- **From 6.30pm to 8.00pm on weekday evenings (at either Castlegate & Derwent Surgery or Maryport Health Services)**
- **From 1.30pm to 6.30pm on Saturday (provided by CHOc, Wigton Hospital)**
- **From 8.30am to 1.30pm on Sunday (provided by CHOc, Wigton Hospital)**

If you would like further information about this please speak to one of our receptionists or download the extended hours leaflet from our website.

A representative from **Age UK** will be at the surgery on **Monday 29th October between 9.30-12.00** to provide information for winter warmth packages and details of activities happening in Cockermouth to tackle social isolation.



Welcome to Dr Divya Rao

I have recently moved to Cockermouth with my husband James. I grew up in Belfast and then moved to Scotland to study medicine at the University of Edinburgh. I have worked in Emergency Medicine in Australia for 12 months and I completed my GP training in Edinburgh. I have been working in Edinburgh as a GP prior to moving to Castlegate and Derwent Surgery. I look forward to being part

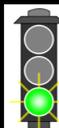
of the team here. I will be working Monday, Tuesday and Thursday. I enjoy being outdoors and I'm excited to start exploring the fells.

Staff news

- Congratulations to our Health Care Assistant Shirley Hammell who celebrates 10 years of service with the practice.
- Well done to Annette Fitzsimmons our Treatment Room Nurse has passed her Independent supplementary prescribing for nurses qualification.
- We say farewell to Lucy from our Admin team and Sue from our Reception team- we wish you both well for the future.

Baby news

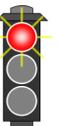
Congratulations to Katie from our Dispensary and Claire our Treatment Room Nurse who have both recently given birth to beautiful baby boys. Well done ladies!



Appointments

Throughout July & August our GPs and nurses have seen a total of 13,759 patients.

The number of missed appointments for **July & August** was **441** making up approximately **83 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.



Meet our Care Coordinators

We are now able to offer patients over 65 a home visit from one of our Care Coordinators. We work with patients and their support networks to make them aware of the wide range of benefits and services available to them. We are able to offer support and information with general health and wellbeing concerns, such as managing long term conditions, medication, mobility issues, safety at home and finances to mention just a few. We are also able to support you to remain independent at home, such as getting help with day to day tasks to make life easier or getting out and about and doing more activities. We work closely with third sector organisations not to mention our care team so we have a wealth of information at our fingertips.

Alex says "I was drawn to the Care coordination role as it means I can focus on patients individually and really help make a difference in their lives. I previously worked as a lifestyle coordinator for the Oaklea trust before joining the surgery over five and a half years ago, I have always been focused on a joined up approach within care and believe this can be delivered through care coordination"

Anne started at Castlegate and Derwent surgery in early September. "I previously worked at Age UK West Cumbria for 17 years supporting people across Allerdale and Copeland in day services, help at home and nail cutting. I'm really looking forward to my new role where I will be visiting patients at home to offer information and support with any health and wellbeing concerns and also supporting patients to remain as active and independent as possible."

For further information please contact our Reception on 01900 705750

**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

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latest news and information from
the surgery.**

 **@CastlegateAndDerwentSurgery**

 **@CastlegateSurg2**

**We participate in a whole range of
research studies and are looking for
patients to take part?**

One of our studies is **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?

Research studies coming soon include:
Bics trial for COPD patients, Irritable Bowel
Syndrome study and a contraception study.
**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.**

Our Practice Manager Suzanne
Hughes- Rudd completed this
years Great North Run, raising
£509 for 'Breast Cancer Care'
She would like to thank the
practice, PPG members and staff
who sponsored her.



**The Friends
and Family Test**

**Did you get great care today
at Castlegate & Derwent
Surgery?**
**Have your say to improve
your care**

**Put us to the test and tell us
what is working and what we can improve.
You can say what you think without giving
your name and we will use the information to
plan improvements to our services.
We appreciate your feedback to help us
improve the service we provide our
patients.
Surveys are available in our waiting area or
you can complete online.
Visit our website to take the survey**



Medicine matters- Paracetamol Prescribing

As a practice we are actively starting to review all patients who are prescribed Paracetamol.

Recent guidance has been published that it costs the NHS £34 to prescribe a box of 32 paracetamol tablets, including dispensing and GP consultation fees. We are actively encouraging our patients who require this product to buy at your local pharmacy at a fraction of this cost.

We are taking our responsibility seriously to ensure we are not over spending on our NHS drug budget and ensure we provide the best value to the NHS' £17.4 billion medicines bill, through improving health outcomes; reducing waste, over-prescribing and over-treatment including for common ailments.

Your community Pharmacy can support patients managing acute conditions and help with product recommendation.

- **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?**

'Listening Ear Project'



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.

**The Listening Ear Project is available every Wednesday
1.45pm - 2.45pm and 3.00pm - 4.00pm**



**DRINKING ALCOHOL
MOST NIGHTS?**



**THE MORE YOU DRINK
THE GREATER THE RISKS**

Taking more **Drink Free Days** is an easy way to reduce the risk that drinking alcohol has on your health

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