



Welcome to the latest Castlegate and Derwent Surgery Newsletter where we will aim to keep you informed of changes and new developments taking place within the surgery.

Surgery update

Unfortunately on Friday 12th May at 15:15 we were advised to shut down our IT systems, which included our phones, due to the reported cyber attack until further notice. We apologise for any inconvenience this caused to patients, however this was out of our control.

We have been advised that there is no evidence to suggest that EMIS Health systems (where we record patient data) have been compromised or impacted as a result of the reported cyber attack on NHS computer systems and other organisations.

The Management and Partners would like to thank the staff and other organisations who support us – Cumbria Partnership Foundation Trust - IT Services for all their help in keeping our services running. We did experience problems with our telephones which meant we were unable to answer calls, however the telephone queuing system was still active. We have reported this and we are looking into what options are available so we can manage this better.

We have been working with our PPG to create some information to patients on how to get the most from your appointment and understanding how our system works. A leaflet has been created which can be viewed on our website or picked up in the surgery with some useful information – we hope that patients take some time to read this. An extract has been included in this month's newsletter – see over the page. As a group we have also been doing some work looking at our DNA figures and also how many appointments have been attended, we are considering a practice policy where letters may be sent to patients who DNA on a few occasions. We have launched a Facebook group to try to engage more of our population and next month there will be a PPG Awareness Week and some of the current members will be available in the surgery to talk to patients.

We will also be trying to focus more on self-care to help patients, there is some information in this newsletter regarding physiotherapy and each issue we will cover a different area – next month will be ear care to help reduce the number of appointments for ear wax removal. We also have a self-care section and information available on our website.

Staff update

We are looking forward to welcoming our new GP **Dr Andy Rudman** who will be joining us in July, he will be working as a full time partner, he is currently working at a Workington practice.

Welcome to **Pippa, Tracy** and **Judith** who have all joined our busy Reception team.

At the end of June we will sadly say goodbye to **Dr Gill Campbell** who will be retiring after 28 years at the practice. **Dr Alison Ambrose** will be leaving at the end of May and **Dr Jane Margetts** who left the practice in March, we wish them well for the future.

May Bank holiday

Please note the surgery will be closed on Monday 29th May. When our GP practice is closed, patients should call the NHS 111 service by dialling 111. All calls are free from landlines and mobile phones.



Did you know? How to be referred to Physiotherapy?

If you feel you need to be seen by the Physio team you can self refer using the referral form available from the surgery or to download from our website. Your completed form should be posted in the post box located by the Physio department (purple waiting area). You will be then contacted by the Physio team.

Appointments

Throughout the months of **March and April** our GPs and Nurses have seen a total of **15,254** patients.



Missed appointments

March: 239 April: 187

These were made up of GP, Nurse and Healthcare appointments. Making up approximately **88 hours** of unused appointment time over the 2 month period.

To help us to provide more appointments to those who need them and help reduce wait times for appointments please telephone our reception to let us know you cannot attend, as soon as possible.

Would you like us to remind you of your upcoming appointment? Provide us with your mobile telephone number and we can send you a text reminder before your appointment.

You can also cancel appointments using the text service. Just respond texting 'CANCEL' its that easy! Speak to our reception to update your details and never miss an appointment again!

**Castlegate & Derwent
Surgery**
Cockermouth Community
Hospital and Health Centre
Isel Road
Cockermouth
Cumbria
CA13 9HT
Telephone: 01900 705750
Prescription line: 01900 705751

www.castlegateandderwentsurgery.nhs.uk

**We now have a
Castlegate & Derwent Surgery
Facebook page, keeping you up to
date with all the latest news and
information from the surgery.
Find us on Facebook &
Twitter**



Research update

We have had an excellent response from our patients who are currently taking part in our medical research. We participate in a whole range of clinical research and are looking for our patients to take part in the studies.

If you fall within the criteria we will send you an invitation, alternatively you can contact Jackie Smith our Research Nurse for further information about taking part.



All Heart Research- for patients with Ischemic heart disease who are over the age of 60. Recent research

suggests that taking allopurinol (used for years for the treatment of gout) may have positive effects on the cardiovascular system.

more treatable, so don't ignore it, tell your doctor.

- Chances are it's nothing serious but if it is cancer finding it early makes it more treatable.
- Don't put getting out of breath down to something else e.g. getting older, being overweight or smoking.

Visit nhs.uk/beclearoncancer

Understanding our appointment system

We are often asked the question 'I don't understand how your appointment system works' therefore we have tried to put together some information for patients to help answer this question and ensure you get the most from your appointment. Leaflets are available to collect from our waiting area and also via our website. Some key points to consider:

Before your appointment

Please think carefully about your appointment and consider writing a list of your symptoms before you see the doctor so you are prepared. Please read the whole list at the start of the appointment so the doctor can understand the full depth of your problem and consider if any of your symptoms are linked. Please don't be embarrassed to discuss your problems with our doctors, it is important that you do not miss anything just because you feel a bit embarrassed.

Where patients present with more than one problem please be prepared that the doctor can probably not deal with everything in one appointment and may therefore ask you to return to discuss the other problems. It is therefore important that you give your problems priority and ask the GP about those which require immediate attention first.

Try considering the following before your appointment:-

- What are your current symptoms?
- What things worry you most about your condition, or your symptoms?
- What are the most important questions you would like to ask?
- What are your expectations following your appointment?

It is highly likely that your doctor will ask the following:-

- How long has it been going on?
- Have you had it before?
- Has anyone in the family had the same thing?

Please be as specific as possible and don't assume that the doctor is fully aware of your past history and should know these details.

At the end of your appointment you may wish to write down the most important aspects of your discussion.

If you are given medication as a result of your appointment, for example antibiotics, please remember that you need to take the full course and that you may not see an improvement in your condition straight away. However should your condition deteriorate further then you should contact the practice.

Be clear on Cancer- Respiratory awareness

On the 18th May 2017 this years '**Be clear on Cancer Respiratory Awareness**' campaign will launch.

- If you've had a cough for 3 weeks or more, tell your doctor.
- If you get out of breath doing things you used to be able to do, tell your doctor.
- Getting out of breath could be a sign of heart or lung disease, including cancer. Finding it early makes it more treatable, so don't ignore it, tell your doctor.
- A persistent cough could be a sign of lung disease, including cancer. Finding it early makes it



Do you get out of breath doing things you used to be able to do?

It could be a sign of lung or heart disease or even cancer. Finding it early makes it more treatable, so don't ignore it, tell your doctor.

BE CLEAR ON CANCER

Patient Participation Group Awareness week - 19th June - 24th June 2017



Our PPG is a group of active volunteer patients working in partnership with our practice staff and GPs. This unique partnership between patients and the practice is essential to achieving high quality and responsive care. The group are constantly looking at ways to increase its membership and be representative of the population that the surgery covers. We appreciate how difficult it can be for people to find the time to commit to meetings and we have therefore commenced a virtual patient group – this can be found on Facebook "**Castlegate and Derwent Surgery Patient Forum**". We aim that the site be used for constructive feedback and consultation, to encourage discussion in the interests of service improvement.

Members of our PPG will be in the surgery during the awareness week promoting Patient Access and launching our virtual PPG Facebook page.