



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

As we approach the winter months we will be promoting self-care to patients to help us with our demand. We do have some useful information on our website to help you deal with some minor conditions and of course your local pharmacist is also a good place to start for ailments such as coughs, colds and viral infections. Many of you will have watched the latest BBC health programme – “How to Stay Young”, which has focused on how our body age can be drastically different to our birth age and what we can do to help ourselves. Of course, diet, exercise and sleep are all major factors which influence our health and wellbeing and it can be difficult to maintain these during the winter months. Many people often put off exercise over winter due to the dark and cold nights, struggling to get motivated after a long day at work but don't wait until the New Year to start something new, getting into good habits now will help to keep you motivated over the winter and of course keep the pounds off over Christmas!

We have been advised that Dr Nelis will retire at the end of March 2018, therefore the surgery is actively trying to recruit another GP to join our team. We are hopeful that being a training practice and medical research centre we will attract the right health professional to join us, however like many surgeries we will also consider what other alternatives there are for delivering safe and effective patient care.

DID YOU KNOW? About our minor injuries service?

Our highly trained nursing team offer a walk in minor injuries service between our core hours of 08:00-18:30, the types of injuries they can treat are listed below and where required they may refer onto A&E or other services for further treatment:

- Minor lacerations capable of close by simple techniques (stripping, gluing, suturing)
- Animal bites
- Recent eye injuries
- Minor burns
- Obvious and significant injury to a joint or muscular area in last 36 hours
- Head injury where there has been no loss of consciousness

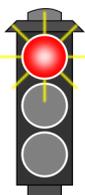
You can always call in advance and check it is something our nurses can help with before attending the surgery if you are unsure.



Flu update- Thanks to our patients who have supported the surgery by having their flu vaccinations here in the practice, this income we receive from this service is invested back into the surgery.

The **childhood nasal flu vaccines** are available to eligible children, aged two and three on 31st August 2017- that is children born between 1st September 2013 and 31st August 2015.

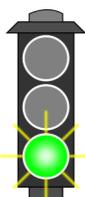
If you wish to have your flu vaccination please call into surgery and speak to our receptionists.



Missed Appointments

The number of missed appointments for **July & August** is **460** making up approximately **88 hours** of unused appointment time throughout the month.

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



Throughout July & August our GPs and nurses have seen a total of 14,274 patients.

Why not provide us with your mobile number and we can send you a text reminder of your appointments. You can also cancel appointments using the text service. Speak to our reception team to update your details.



Staff update

We would like to welcome our new starters, Sue and Jane to our Reception team. We have said goodbye to Michelle our Reception Lead at the end of September but are pleased to announce that Tracy will take over the role.

Jackie from the Administration team also left at the end of September, we wish both of our leavers the best for the future.

An introduction to our Advanced Nurse Practitioner Sue Cashmore, who will be working 5 days a week.

'I joined the surgery in September from Workington Primary Care Centre, my role is to see patients with acute illness in order to assess, treat and plan care. I have been a nurse practitioner for 21 years, 11 of those years were as a senior lecturer in advanced clinical practice before returning to the clinical environment 5 years ago. I have a MSc in clinical leadership and a BSc(Hons) nurse practitioner. Many people in Cockermouth will recognise me as the chair of Cockermouth Flood Action Group. I was awarded B.E.M for this work in 2012.

Baby news

Congratulations to our treatment room nurse Gayle who recently gave birth to a beautiful baby girl.



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

**We are changing
the way we send
letters to patients.**

If you have recently received a letter from the practice you may have noticed the envelope looks slightly different, we are now using a new mailing process called Docmail. These will be identifiable by the blue NHS logo printed on the front of the envelope.



**PPG awareness week.
16th - 20th October**
Our Patient Participation Group will be hosting the awareness week promoting:

- **Patient Online**- information, benefits and how to register.
- **DNA awareness**- highlighting the importance of informing the surgery if you cannot attend your appointment.
- **Self-care**- treating common illnesses.
- **Giving feedback**- how to give feedback to the practice.

The Group are keen to become more involved and would welcome any new members. Further information can be found on our website including details of our virtual PPG.



Medicine Matters:

As a practice, we are working alongside other practices and criteria from North Cumbria Clinical Commissioning Group. We are tasked annually, to ensure we are optimising practice resources to make sure our prescribing and use of medicines is safe and we are spending NHS resources responsibly. Our two areas of focus we are starting to work on over the next three months are:

Treatment of Indigestion (Dyspepsia) & Heartburn

We are currently reviewing all patients taking the following medication: Omeprazole, Lansoprazole, Esomeprazole, Pantoprazole & Rabeprazole for Indigestions and Heartburn.

We are actively assessing patients in clinics and on the phone, who have been taking this medication long-term to determine if it is still required and reducing or stopping the medication if this is clinically appropriate.

There have been a number of safety concerns associated with taking this medication long-term and we want to ensure all our patients are on the best treatment for your symptoms.

Emollients (Moisturisers) for Skin Conditions

Skin is another area being assessed at the moment too. You may be asked to trial some of the new products that have been added to the Cumbria Drug Formulary (list). We are heading into the winter months which can aggravate and exacerbate some skin complaints. We will be contacting patients to ensure you are on the most appropriate Emollient for your skin conditions.

Research update

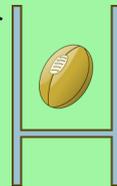
Develco- Are you receiving opioid pain medication which causes constipation? We would like to inform you about a research study, which may improve your constipation and lead to improved quality of life?

Have you been diagnosed with Heart Failure? Do you take regular medication for your heart failure? Have you had an ECHO, MUGA scan, CT scan or MRI in the last 12 months?

If so you may be eligible to take part in a research study looking at how physical activity has an effect on your heart failure.

Contact our research nurse Jackie Smith for further details.

Congratulations to our Health Care Assistant **Kathryn Reed** who was 1 of 3 nominated for Rugby Football League volunteer of the year award at the Super League final at Old Trafford.



For Aches and Pains, can you buy what you need?

For minor illnesses have you thought about talking to your pharmacist and buying what you need? Prescribing readily available medication like paracetamol costs the NHS million every year, adding unnecessary strain to local GPs and the NHS. Processing these prescriptions can cost 20 times the price of buying identical medication at your local pharmacy or supermarket.

Before you call a GP, talk to your pharmacist. You don't need an appointment and for most minor illnesses it's faster and easier.

If you take care of the little things, your NHS can keep taking care of you.

www.mymedicinesmyhealth.org.uk



First Step self-referrals are changing



First Step is part of Cumbria Partnership NHS Foundation Trust and provides free, talking therapies to adults (18+) in Cumbria. First Step can help with a range of common mental health problems including mild to moderate depression, anxiety disorders (such as chronic worry, panic attacks, health anxiety and obsessions), mild bulimia, anger or sleep problems.

Self referral can be made:

Online at www.firststepcumbria.nhs.uk by completing a questionnaire or If you are unable to access the form online and want to refer yourself, you can ring the **First Step Hub (0300 123 9122 during normal working hours)** and ask for a paper self-referral form to be sent to you in the post.