



Surgery update

We would like to take this opportunity to wish all our patients a very Happy New Year and to also say thank you for the gifts of chocolates and biscuits which were well received over the festive period.

Having reviewed what we feel the surgery needs we have decided to place an advert for an Advanced Nurse Practitioner to join our team and work alongside Sharon and Sue and also our other nurse prescribers – Barbara, Judith and Sophie. The job advertisement can be found on NHS Jobs (www.jobs.nhs.uk).

We would also like to welcome back to the practice Hazel Davies, Treatment Room Nurse. Hazel worked for Derwent House until December 2014, when she relocated to sunnier climates. We will soon say goodbye to our GP Registrar Dr Kerrie Conaway who leaves us on 6th February, but welcome Dr Michael Modell who joins us on the 7th February – there is never a dull moment!

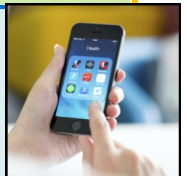
Online Apps- Giving you the flexibility of 24-hour online access to GP services from home or on the go!



In December last year we launched the **My GP app** which is provided by the company we use for our text messaging (iPlato), through this easy to use app you can book GP appointments.



This is different to the **Patient Access** app where you can also make appointments for GP's, nurses and healthcare assistants, in addition through Patient Online you can order your repeat medication and also view your medical history (excluding consultations) and test results.



The choice is yours for which app you prefer to use, however we would like to request that you book with the most appropriate healthcare professional which may not necessarily be the GP, this will help us to manage our waiting times.

Below gives an indication of what our nurses and healthcare assistants can do.:

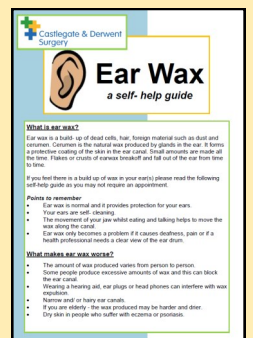
- **Health Care Assistant- Blood pressure check/ Blood test/ INR/ B12 injections/ ECG/ Health checks/ Simple suture & clip removal.**
- **Treatment Room Nurse- Cervical smears/ Dressing/ Ear syringing/ Female catheterisation/ Travel vaccinations/ Swabs.**
- **Practice Nurse- Contraceptive reviews/ Coil check & removal/ Chronic disease management (Asthma, Chronic heart disease, COPD, Diabetes, Hypertension & Vascular)**
- **Nurse Prescribers & Advanced Nurse Practitioners- Infection- UTI, chest or ear/ eczema, fungal infections, impetigo.**

Ear wax- a self help guide is now available

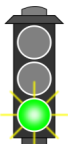
If you feel there is a build up of wax in your ear it may help to read our self-help guide as you may not require an appointment. This is available to view on our website / self-help section or you can pick up a copy from the surgery.

What you can do to manage the problem? Using ear drops- these may be almond or olive oil and should be used 2-3 times daily for 14 days. Alternatively there are now a number of over the counter kits available from pharmacies. These contain a wax softener as drops and a small bulb syringe to enable you to remove the wax from your ear canals yourself.

Research shows that bulb syringing is effective and acceptable to patients and could significantly reduce the use of NHS resources.

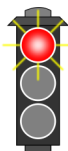


2017 appointments



2017 was a busy year at the surgery, our GPs and nurses have seen a total of **88,211** patients.

The number of missed appointments for 2017 was **2658** making up approximately **443 hours** of unused appointment time throughout the year.



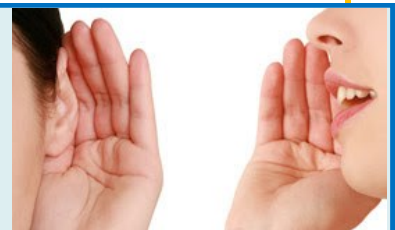
Help us to provide more appointments to those who need them by calling to cancel if you are unable to attend.

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 they are facing around isolation, bereavement or relationships that could be affecting them.

A successful project that was launched in a GP practice in Temple Sowerby during 2016 between the surgery and clergy caught our attention and we hope to run a similar service here.

The project which sees GP's signposting people to the service which involves members of the clergy listening and allowing people the opportunity to talk to someone. Here at Cockermouth we have been working with Reverend Godfrey Butland to be able to provide our own service to our population. We are hoping to have the service up and running for March 2018, further information will be made available in the next Newsletter.



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Did you know? You can receive a text reminder for your upcoming appointments at surgery? You can also cancel your appointment using the service if you are unable to attend. **Speak to our reception team to update your details and never miss an appointment again!**

Positive feedback

We have received some fantastic feedback from our patients during 2017. Some of these are available to view on our website or in the waiting room. If you would like to leave feedback, positive or negative please visit our website for details, or ask at Reception of how to do this.




Our staff were in the Christmas spirit on the 15th December wearing their Christmas jumpers and raising £90.00 for Save the Children.



Patient Participation Group

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 launched a virtual patient group – this can be found on Facebook “Castlegate and Derwent Surgery Patient Forum”. The aim that the site be used for constructive feedback and consultation, to encourage discussion in the interests of service improvement.



Medicine matters

We are actively inviting patients in for review who take:

- **Hypnotics:** Temazepam, Nitrazepam, Zopiclone, Zolpidem, Loprazolam, Lormetazepam
- **Anxiolytics:** Diazepam, Chlordiazepoxide, Lorazepam, Oxazepam
- **Pain Relief Medication:** Codeine, Dihydrocodeine, Tramadol

Our aim is to help patients become less reliant on the tablets and to reduce the amount you are taking, with the possibility of stopping them completely at a future date.

We would like you to consider only taking the tablets when absolutely necessary. **Our future medication reviews will be focusing on: The use of blood glucose test strips for all Diabetic patients and supporting patients with Depression and Anxiety, more details to follow next issue.**



Remember to check in!

We would like to remind patients when attending for GP, Nurse and Health Care Assistant appointments to check in using our self check in screens located in the waiting area. There have been a number of occasions when patients have not checked in and have delayed or missed appointment times. If you require assistance using the screens please speak to our Receptionists at the desk.



**THERE'S NEVER BEEN A
BETTER TIME TO QUIT**

Search 'Smokefree'.



Cervical Cancer Prevention Week

We are supporting this years Cervical Cancer Prevention Week helping to raise awareness for the disease and help to reduce the risk of cervical cancer.



We want women to know how they can reduce their risk of cervical cancer. This includes attending regular cervical screening, being symptom aware, knowing the risk factors and, if eligible, taking up the opportunity to have HPV vaccine.

Cervical cancer is largely preventable thanks to the UK's national cervical screening and HPV vaccination programmes, however two women lose their lives to the disease each day. Uptake of cervical screening is falling across the UK with more than one in four women not attending this potentially life- saving test when invited. This gets worse when we look at women aged 25 to 29, where one in three women do not attend and in some areas across the UK, attendance is as low as one in two among some age groups.

Cervical Cancer Prevention Week provides vital opportunity to educate everyone on the disease, and to remind women that screening saves lives.

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?
- **CONDUCT-** is a study into Urinary Tract Infections

New studies coming soon- We will be taking part in various studies including studies for low mood, IBS, Diabetes and COPD.