



Surgery update

Unfortunately once again we are recruiting for a GP who will replace Dr Rose Singleton who will leave us in August, we will be sorry to say goodbye to Dr Singleton as I am sure many patients will be but we wish her continued success in her career. We also say goodbye to Kate Jarvis from our administration team who has worked for the surgery for 4 and a half years – good luck Kate.

We try to fill our newsletter with information that we hope patients will find useful and if there is something you would like to know more about then please do let us know. We would also like to encourage patients to give us feedback on our service good and bad, if there is something that you feel we have done right or someone who has gone that extra mile then please do share with us. You can share your feedback via the Friends and Family test available on our website or forms available from our waiting area.

As a surgery we are constantly looking at new ways of working to help our teams meet the demand of general practice. At the moment we are trialling an 'Acute on call team' which comprises of Advanced Nurse Practitioners (ANP) and Duty GP. Rather than each of these working from their individual lists they are bringing together their resources to have a team approach to share workload and support each other. Our ANP's will start to undertake some of the home visits to help to extend their skills and knowledge, see our feature below about our ANP team.

Meet our Advanced Practitioner Team

Our team of Advanced Nurse Practitioners (ANPs), Sharon, Sue and Sam have been in the nursing profession for 86 year collectively. Within that time they have gained experience in a wide range of community, hospital and university settings. All three are Registered Nurses who have obtained a Masters(MSc) degree in Advanced Practice. The extra training ANPs do allows them to be able to examine, assess, make diagnosis, prescribe and refer patients with a known or undiagnosed problems. They are able to make a comprehensive physical and/ or mental health assessment. It is often considered a hybrid role encompassing qualities of a nurse and a skillset traditionally associated with doctors.



Sam Foster, Sue Cashmore, Sharon Erlston

With increasing demand for appointments in general practice, we have needed to adapt to meet needs. Our ANPs allow for a quicker access to medical services, dealing with same day demand for appointments. ANPs are able to deal with a range of problems including some complex cases, allowing the GPs to deal with the most complex issues.

The list of conditions our ANPs can see is extensive and cannot be easily summarised. Therefore if you are unsure of you you need to see, our reception staff are here to help. It is important you provide our reception team with information regarding your problem, to ensure you are seen by the appropriate health care professional. As well as face to face appointments our ANPs provide a telephone triage system to manage both queries/ problems over the phone and then arrange an appointment, in a suitable timescale and with the appropriate person for those who need to come into surgery.

Welcome to Sam Foster our new Advanced Nurse Practitioner

'I joined the practice in April this year, having worked at West Cumberland Hospital for 18 years. I worked there as an ANP for over 4 years within the Emergency care Stream, Elective Surgery and Ambulatory Care. Prior to this, I worked as a senior nurse in the Intensive Care Unit for over 13 years, with one year out in Australia working on a Cardio-Thoracic ICU. I also have a Master of Science in Advanced Practice, which I completed just over 12 months ago, and an Accreditation from the Royal College of Nursing. I look forward to my new venture in Primary care and meeting everyone within this community.'

Carers Week: 10th - 16th June 2019 Visit the surgery during carers week to see our dedicated display featuring information from West Cumbria Carers and Age UK West Cumbria.



[Visit our website for links and more information.](#)

From 1st July 2019 Ear irrigation (Ear syringing) will no longer be available at Castlegate and Derwent Surgery. We are committed to providing best practice and high quality medical care to our registered patients. Ear syringing is no longer considered to be the first line treatment for the clearing of ear wax and it is not a funded service within the NHS for General Practice.

Current guidelines are that ear drops should be used to soften the wax which will then enable the natural movement of the wax from the ear. Further information and treatment options are available in our ['Ear Wax- self help guide'](#) available to download or collect a copy from our waiting area.

In line with current best practice and many other GP surgeries nationwide, Castlegate and Derwent Surgery has made the decision to withdraw the ear syringing service with effect from 1st July 2019.

If you have ear symptoms that concern you, please book an appointment to see the Nurse or GP at the practice.



Appointments

Throughout March & April our GPs and nurses have seen a total of **13,244** patients.

The number of missed appointments for January & February was **428** making up approximately **83 hours** of appointment time that could be used seeing other patients.



DNA appointments = prolonged waiting times
Help us to provide more appointments to those who need them by calling to cancel if you are unable to attend.

Ear Wax self-help guide

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What is ear wax?

- Ear wax is a thick, yellowish substance made of dead cells, hair, foreign material such as dust and cerumen. Cerumen is the natural wax produced by glands in the ear. It forms a protective coating of the skin in the ear canal. Small amounts are made all the time.
- Ear wax is normal and it provides protection for your ears.
- Your ears are self-cleaning.
- The movement of your jaw while eating and talking helps to move the wax along the canal.
- A plug of earwax is not a serious problem. You only need to remove earwax if it is causing symptoms such as dulled hearing or when filling a hearing aid.

What makes ear wax worse?

- The amount of wax produced varies from person to person.
- Using gentle antibiotic ear drops can irritate the ear and the wax can block the ear canal.
- Wearing a hearing aid, ear plugs or hearing phones can interfere with wax removal.
- Narrow and/or hairy ear canals.
- If you are elderly, the wax produced may be harder and drier.
- Dry skin in people who suffer with eczema or psoriasis.

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

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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

NHS

**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

We would like to remind patients
to turn off or put their mobile
phones to silent during clinician
appointments, thank you



**Proud to be a
parkrun practice**

We are pleased to link up with the
Whinlatter Parkrun to become one of three
practices in North Cumbria to support their
local park run. Parkruns are a friendly non
competitive 5k run, jog or walk which take
place every Saturday at 9am, these are a
great way to improve health and wellbeing
through physical activity. **More details are
available at [www.parkrun.org.uk/
whinlatterforest](http://www.parkrun.org.uk/whinlatterforest)**

**Date coming soon- the Surgery summer
takeover! we hope you can join us!**



The Red Box Project

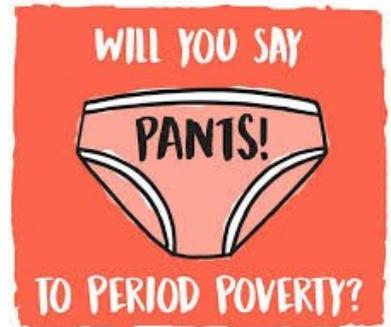
Tackling Period Poverty

Castlegate & Derwent Surgery are pleased to be
a collection point for 'The Red Box Project' in
connection with Cockermouth School.

Problem: In the UK, some young women in our
schools are finding it difficult to access sanitary
products.

Result: Tearful panics in the loo. Wadded up toilet roll.
Anxious embarrassment. Missed lessons. Missed
education.

Solution: The Red Box Project collects donations of
sanitary products and pants from members of our
community and puts them into red boxes to give to
local schools. The Red Box Projects supports
disadvantaged young women throughout their entire
period.



The Red Box is located on the left of our Reception
Desk we would welcome any donations of Sanitary
Towels and Tampons, also new knickers/ pants (age 9-10 upwards and small adults)

#pantstoperiodpoverty The Red Box Project

More information can be found at www.redboxproject.org or search Facebook
@redboxprojectwestcumbria

Prescription Line

The Surgery has conducted a formal review of GDPR following patient feedback and
recently published legislation.

We have now increased adherence to legislation requirements, and implemented a new
telephone system which offers patients the right to choose their chosen Pharmacy
destination.

A consultation was held with all Cockermouth Pharmacies and they agreed in principle the
Surgery GDPR Code of Practice. We have since agreed to a charter which emphasises
quality measures.

We would like to reiterate that we take the management of patient care and prescriptions
very seriously.

Prescription line update- We have recently made changes to our Prescription
line message to allow patients to select the destination of their prescription.

We would like to remind patients when calling our prescription line to listen carefully to the
options available and select the appropriate number for your choice of pharmacy-
A SELECTION MUST BE MADE TO CONTINUE WITH THE CALL.

We will then process your prescription to the destination that you select.

The choices available for your prescription are:

Press....

- 1- Castlegate Pharmacy
- 2- Castlegate & Derwent Dispensary
- 3- To collect prescription from our Reception
- 4- Allisons
- 5- Boots Cockermouth
- 6- Other



**Medicine Matters: PPI –Proton
Pump Inhibitor Medication**



Our medication reviews remain
ongoing to ensure everyone is
reviewed.

If you have not had your review, please make
an appointment with the Prescribing Support
Lead or Practice Pharmacist.

Research studies at the surgery

**We participate in a whole range of
research studies and are looking for
patients to take part?** One of our studies is
BICS a study of the beta-blocker bisoprolol in
Chronic Obstructive Pulmonary Disease
(COPD) and if flare ups of the condition could
be prevented.

**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.**



**IRRITABLE BOWEL
SYNDROME WITH
DIARRHOEA (IBS-D)?**

If you are suffering from IBS-D and would be
interested to participate in a research study.
Please contact :
Castlegate & Derwent Surgery
Jackie Smith, Research Nurse
Tel: 01900 705301 (mon-wed) /
01900 705750

Eligibility:
Male or female aged 18-75,
with IBS and diarrhoea symptoms.

The study name:
Enterogel in the treatment
of Irritable Bowel Syndrome
with Diarrhoea (RELIEVE IBS-D)

Study number
GAST 34032 NIHR portfolio
Sponsored by Enteromed Ltd

