



Surgery update

Happy New Year to all our patients, 2019 was certainly a busy, yet successful year at the surgery and we look forward to the year ahead and the challenges that it may bring.

Primary care continues to offer many challenges and we need to ensure that we are sustainable. We must therefore continue to develop a strategy and healthcare model to cope with demand, not just in the now, but for the many years to come.

Over the last few years we have added significantly to our clinical mix and we now have 12 GP's of which 7 are Partners and 6 very highly skilled Advanced Nurse Practitioners. We also employ many other tiers of clinicians including Nurses who can prescribe and manage the care of our chronic disease patients, Health Care Assistants and Pharmacists as well as our frailty team. But recruitment is not easy in the context of a decreasing GP population and we compete to add more structure with the Acute, Community and other GP practices.

We also support training of future healthcare professionals who are embarking on a future career within the healthcare sector and continue to offer training to nurses, medical students, FY2 and GP registrars.

With the wide range of skills and knowledge available from our clinical team our aim is to provide high quality healthcare in a responsive, supporting, courteous and caring manner. Whilst continuing to try to reduce waiting times for appointments by educating patients of the impact of a missed appointment (Did Not Attend).

It has taken some time to build a surgery which meets the demands of an ever changing patient population. But here we are well set for the future and where other GP Practices are struggling we continue to grow.



Welcome to Dr Steffanie Ervine our new GP

'I've just recently moved to the area, having relocated from Newcastle with my family. I went to university in Glasgow,

following which I worked there for a couple of years. I spent some time in Western Australia working in a hospital before moving to Newcastle for GP training in 2015.

Myself and my family have spent most of the last few years driving over to the Lakes for various running/outdoor activities so we finally decided to 'take the plunge' and up-sticks to the area this year. I've a keen interest in palliative care and am looking forward to working here with the rest of the team and meeting some of you. I will be working Wednesday, Thursday and Friday.

I'm a keen fell-runner and am very much looking forward to getting out on the hills and completing my Wainwright tally (when my 17month old daughter allows me to!)



Meet our new Advanced Nurse Practitioner- Tracey Fearon

'I have been a qualified nurse for nearly 25 years. My background is 8 years working on a cardiothoracic and general Intensive care unit.

I moved into Primary care once I had my two children. Since then I have worked in both GP practices and the Primary care centre in Workington.

As well as two teenage children I have two miniature poodles named Dexter and Ozzy.

I will be working Monday- Thursday as part of the acute on call Advanced Nurse Practitioner Team.

I look forward to meeting some of you.

leaping out of a plane on 'leap day' (February 29th) would be a great way to raise funds." The specialist equipment that she is raising funds for helps surgeons locate a tumour prior to surgery and is less intrusive than the current procedure.

I'm really grateful to everyone who has already given and if more people could be as kind as to sponsor me then we can hopefully buy this equipment as soon as possible. I have fully funded the tandem skydive myself so that all contributions go to the charity."

Tracey to take leap of faith to say thank you!

Our Advanced Nurse Practitioner Tracey Fearon is to undertake a tandem skydive on 'leap day' Saturday 29th February to raise funds for the North Cumbria Integrated Care NHS Foundation Trust's breast services.

The team at West Cumberland Hospital supported Tracey through her treatment for breast cancer and having recently been given the all clear she felt she wanted to say thank you.

She explained: "I recently got the all clear and I really wanted to give my thanks to the unit and also I wanted to do my bit to help others with breast cancer. I discovered that the Trust is raising funds for 'radiofrequency tags' so I decided to undertake a sponsored challenge and do my bit. As 2020 is a leap year I thought that



Anyone who would like to sponsor Tracey is invited to do so through her [Just Giving page](#) or by giving a donation at Castlegate Surgery Reception desk or Salon 5 in Cockermouth.



Appointments

The surgery was extremely busy throughout 2019 with our clinicians seeing a total of **82,817 patients**

The number of missed appointments for the year was **2397** making up approximately **458 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.



Our staff were feeling festive by taking part in some Christmas activities and raising a fantastic **£130 for Jigsaw Cumbria's Children's Hospice**. The charity provides support to children and

young adults with life limiting conditions throughout the county. Staff wore their Christmas jumpers and wrote festive greetings on the Christmas noticeboard to raise the brilliant amount. Natalie from the Jigsaw charity wrote: 'What a fabulous total, well done on raising such a great amount!. Huge thanks once again for your support.'



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 the surgery



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The Friends and Family Test

Did you get great care
today at Castlegate &
Derwent Surgery?

Have your say to improve
your care.

Surveys are available in our waiting area
or you can complete on our website.

Research Studies at the Surgery

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

**Irritable Bowel Syndrome with Diarrhoea
(IBS-D)** if you are suffering from IBS-D,
aged 16- 75, available for both males and
females you may be eligible to take part in
our study.

Renewed online Have you been through
cancer? Would you like help with stress,
tiredness, your diet or getting more active?

Coming soon!

ATTACK Aspirin to target Arterial Events in
Chronic Kidney Disease

Magnify Treatment in COPD patients

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.

Surgery success

The surgery are once again
celebrating after gaining 1st place in
the November 2019 awards for our work
with the **Relieve IBS study**.



**1st place: The best recruiter
award for November, based
on the number of patients
randomised.**

We are delighted to have gained the top
position in the national awards for our IBS
research work with our patients.

Medicine Matters

PPI –Proton Pump Inhibitor Medication- Our medication
reviews remain ongoing to ensure everyone is reviewed
who take: Lansoprazole, Omeprazole, Pantoprazole,
Esomeprazole. If you have not had your review, please make an
appointment with the Prescribing Support Lead or Practice Pharmacist.



Pain Relief Medication

It is important to consider the risks and benefits of continued pain relief
therapy. As a practice we are reviewing prescribed pain relief
medication on a regular basis.
Recent medical research suggests that the risks to your health increase
significantly when prescribing opioid based medication at high doses for
a long period of time.
If you take opioid drugs, Tramadol, Codeine, Morphine and others for
many months or years, we are actively reviewing **all** patients.
If you have not had your review, please make an appointment with the
Prescribing Support Lead or Practice Pharmacist.

Proud to Support



**HOSPICE AT HOME
WEST CUMBRIA**

Enhancing life, excelling in care
Registered Charity No. 505837

Castlegate Surgery and
Pharmacy will be
supporting Hospice and
Home West Cumbria this
year. Further information will
follow in our next newsletter.



We were delighted to hand over the collected food items to North Lakes Foodbank, thanks go
to all patients and staff who made a donation to this very worthwhile cause. Feeding local
people in crisis at Christmas time.

News just in! The surgery are delighted to announce that we are now a permanent
collection point for the Food Bank, the collection box will be located on our Reception
desk with all donations of food items greatly appreciated.

How our patient has gained success by taking part in one of our research studies.

*'Life changing'....'amazing'.... 'finally real relief from debilitating
symptoms' are all words that our patient Mary Dodd used when
we caught up with her following her successful participation in the
Relieve IBS-D study at our surgery.*

- **How did you find out about the Relieve IBS research study?** I was contacted by letter to join the research study for Irritable Bowel Disease. Having a diagnosis of IBD for over 12 years I felt I had nothing to lose having tried everything else I decided to give it a go.
- **How much of your time was taken up taking part in the study?** The study was easy and slotted straight into my daily life. All it took was four, 30 minute visits to the surgery to see Dr Philippsz and Jackie the Research Nurse. I was required to complete a daily diary online that took only 30 seconds to complete and a short questionnaire at the end of each week all that could be done at home using my Ipad, as well as receiving useful reminders which was great.
- **What was the outcome for you? And how did you find the whole experience?** Absolutely amazing and gave me great relief from my debilitating symptoms, finally I can leave the house, feel confident, enjoy life and I am so grateful not to feel restricted by my condition. The whole experience was very easy, positive, relaxed and informal with the convenience of taking part at my local GP surgery.
- **Would you recommend taking part in the study to other patients?** Definitely, give it a go! Before I started the research I felt like I had exhausted all other options, feeling at times I was at the end of my tether but the research gave me the chance to make things better. The whole process is very easy and through my visits to the surgery and the information pack I received I had all the information I needed.
- **Do you have any feedback or advice that you would give to other patients?** There is no pressure, is very simple and easy to take part in, my tips would be stick with it and don't give up, be honest with your diary and be enthusiastic. At times you may feel like not sticking with it but Jackie is there on the phone with positivity support which is just what you need. By writing my daily diary and seeing it recorded made me realise that how bad my symptoms actually were and how it was impacting on my life.



I know lots of people just feel they are stuck with IBS symptoms but I have found a
treatment that works for me and would like others to read my story and try it for
themselves, there is no stopping me now!