



Surgery update

We welcome you to another addition of our Surgery Newsletter and do hope that you find the updates and information useful. If you have any suggestions please let us know.

Coronavirus (COVID- 19)- In line with the guidance from NHS England and careful monitoring of the situation with regards to Coronavirus we are implementing the necessary changes required to ensure that we deliver Primary Care as safely as possible under exceptional circumstances.

Patient Safety is our most important priority.

We have taken the decision to implement significant safety measures to help us manage potential cases of the Coronavirus. These measures include temporarily disallowing the booking of appointments through Online Access apps and for your protection the practice has implemented a telephone triage system. Please call as normal for an appointment and then an appropriate clinician will call you back. If deemed safe and necessary you will be invited in for a face to face consultation.

The safety of all patients is of paramount importance to us and we would like to reassure you that we are taking as many precautions as we possibly can. Information and guidance is changing daily, for the latest news and advice visit www.NHS.uk/coronavirus or www.gov.uk/coronavirus. We will endeavour to keep our patients updated using our website and Facebook pages.

Like the common cold, coronavirus infection usually occurs through close contact with a person with novel coronavirus via cough and sneezes or hand contact. A person can also be infected by touching contaminated surfaces if they do not wash their hands.

CORONAVIRUS

PROTECT YOURSELF & OTHERS

Repeat Medication

Please order your monthly medication requests by your normal method.

Please **do not** order your prescription early or request more supply than is needed. We continue to issue one month's worth of medication.



Latest advice from NHS is to stay at home for 7 days if you have either:

- a high temperature
- a new, continuous cough



16th March 2020

Have visited a coronavirus hotspot or have been in contact with someone who has symptoms or diagnosis of coronavirus.

Search 'NHS coronavirus' for advice and to access the NHS111 online coronavirus service. Only contact NHS111 by telephone if you cannot get help online.

DO NOT VISIT YOUR GP SURGERY, HOSPITAL OR PHARMACY. You do not need to contact 111 to tell them you're staying at home.

How to avoid catching or spreading coronavirus

DO

- ✓ wash your hands with soap and water often – do this for at least 20 seconds
- ✓ always wash your hands when you get home or into work
- ✓ use hand sanitiser gel if soap and water are not available
- ✓ cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ put used tissues in the bin immediately and wash your hands afterwards
- ✓ try to avoid close contact with people who are unwell

DON'T

- ✗ do not touch your eyes, nose or mouth if your hands are not clean.

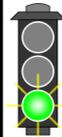
Patient Participation Group

Would you like to join our Patient Participation Group? We are looking for new members of all age groups.



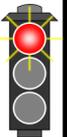
Our Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. For more information visit our PPG section of the website where you will find meeting dates and a sign up form.

Appointments



Throughout **January & February** our clinicians have seen a total of **15,885** patients

The number of missed appointments for **January & February** was **399** making up approximately **76 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.

Bank holiday opening times

Easter Holiday

Friday 10th April	Closed
Monday 13th April	Closed

May Bank Holidays

Friday 8th May	Closed
Monday 25th May	Closed



We would like to remind our patients to order their repeat medications in time for the bank holidays.

When our GP practice is closed, patients should call the NHS 111 service by **dialling 111**. All calls are free from landlines and mobile telephones.

CORONAVIRUS

PROTECT YOURSELF & OTHERS

NHS.UK/coronavirus
GOV.UK/coronavirus





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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

Combating social isolation in Cockermouth and surrounding area
 The surgery are delighted to be supporting **Cockermouth Linking Lives- combating social isolation in Cockermouth and surrounding area.**
Who we are? Cockermouth Linking Lives is a befriending service generally aimed at those over 60 who find themselves requiring some extra friendship and support.
 We match volunteers with older people who would like to see a friendly volunteer visitor on a regular basis for around one hour, and perhaps go out for short outings to local places of interest.

Volunteers? Cockermouth Linking Lives relies on volunteers to deliver our service. Volunteers do not need any special skills as they receive full training, support and advice for their role. They also provide references and receive the necessary criminal records checks (DBS) prior to beginning visits. If you would like to volunteer, please give us a call for more information or an application form.



Need a Visitor? Many people find themselves alone after their partner passes away or are isolated, due to illness or disability. For one reason or another they do not get out, or see as many people as often as they would like. This is where Linking Lives comes in. We find a compatible volunteer, based on interests, geography and personality. Visits are then arranged at times convenient for the volunteer and 'Link Friend'. If you know of someone who would benefit from having a regular visitor, or if you would like a visitor yourself, please contact us (see details below).

Contact Details?
 Coordinator: Sue Gorman, Tel: 07957 515140, Email: cockermouth@linkinglives.uk
 Web: www.linkinglives.uk/cockermouth
 Address: Christ Church Rooms, South Street, Cockermouth, CA13 9RU

From spring 2020 the law around organ donation in England is changing

[Find out more](#)

PASS IT ON

The surgery is now a permanent collection point for the North Lakes Food Bank, the collection box is located on our Reception desk.

All donations of food items is greatly appreciated.

Due to the current Coronavirus situation please consider the current restrictions when visiting our surgery

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

Have your say to improve your care.

You can complete an online survey on our website
www.castlegateandderwentsurgery.nhs.uk

The Friends and Family Test

WE'RE CHANGING LIVES WITH RESEARCH.

CAN YOU HELP US?

Carrying out high-quality research helps us to improve NHS care and find better treatments.

Castlegate & Derwent Surgery is currently involved in research studies, helping to improve our patients' lives.

You might be asked to take part in a research study. Alternatively, ask your doctor, nurse or healthcare professional if there's a study you could take part in.

www.nihr.ac.uk/bepartofresearch
 @NIHRtakepart #bepartofresearch

Thank you to the **57 patients** who have completed the Friends and Family test in **February 92%** of our patients would be **'Extremely likely or Likely'** to recommend our GP practice to family and friends.

Your feedback is important to help us to make improvements to the service and care you receive whilst visiting our surgery.

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?

ATTACK Aspirin to target Arterial Events in Chronic Kidney Disease

Coming soon!

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.