



St Pauls Medical Centre

Newsletter
September/October 2007

Staff News

Dr John Anderson is taking extended leave from August until the end of October. Dr Sean Hudson will be undertaking his locum and will be available to see his patients during this time.

Medical Students

We have four fifth year medical students joining us each Thursday for thirteen weeks. They are here as part of their medical training, receiving tutoring from our gps and will be seeing a small amount of patients alongside their tutor.

GP Registrars

Dr Manan Chadha

Dr Chadha will be joining us at the beginning of October; he will be with us full time for six months as part of his gp training.

Dr Judy Macdonald will be with us part time from November also as part of her gp training

Practice News

Opening Hours

As the practice is constantly looking at ways to improve its service; we have recently introduced a limited amount of bookable evening appointments, at St Pauls ONLY. Ideally these appointments are for those who work full time and have difficulty attending during the day. If this would suit you best, please ask.

There will be no 'drop in service' and as CueDoc is still in operation it is not an emergency service either.

We have one doctor working until 18.50 each weekday with some late afternoon nurses appointments too, there are some days this may not be possible so it is not guaranteed to

be every day.

There will not be any later appointments available at Arnside House.

We also offer a limited amount of Saturday morning bookable appointments too. There will not be Saturday surgeries on any of the Bank Holiday or Christmas weekends.

CueDoc will still be in operation from 18.30-8.00 each weekday and all weekend; our telephones will only be open 8.00-18.30 Monday - Friday as now, anyone without an appointment needing treatment outside these times will need to contact CueDoc in the usual way.

Well Woman Clinics

Dr Swain & Dr Dodgeon (and Dr Edwards for implants) are now running the Well Woman clinics, there are appointments available at St Pauls and Arnside House.

House Visits

If you need a doctor to visit at home please try and call before 10.30 in a morning if possible. This helps with the planning and allocation of visits. Our usual practice is to take your details and then a doctor will call you back to assess the call; this enables us to prioritise calls in order of urgency.

Visits are allocated to doctors covering various areas in the town to ensure efficient use of time and resources. This could mean you may not always get your 'own' doctor for a house visit.

Health Visitors

The health visitors are no longer based at the surgery every day. Anne is based at an office

in the West of the city (Morton etc) tel: 514046 and Kath in the South (Harraby, Currock etc) tel: 603257.

For a full list of clinics in and around the city please see the back page.

We have two clinics for immunisations only, both by appointment only. There is a session at St Pauls on a Monday afternoon 3.00-5.00 and Wednesday morning at Arnside House 9.30-12.30.

The practice nurses can also give childhood immunisations.

It is very important that your baby is registered as soon as possible in order for them to be called for check ups and immunisations. Please hand the pink registration form into reception as soon as you have it.

Smoking Cessation

Because of the changes in the health visitors employment they are no longer able to do smoking cessation. All patients are now referred, please see your doctor if you need referred to this service.

It is very important that we record your smoking status, so for this reason you will notice that slips are being handed out in reception to collect this information.

Midwife Service

Following a decision by their employers the practice no longer has a midwife attend the surgery for clinics. Patients are to see their doctor first and they will refer them to the midwife service and they will in turn contact them regarding an appointment.

There are clinics in and around Carlisle.

Training Afternoons

The next session is Thursday 20th September; Arnside House will be closed all PM and St Pauls will close 1.00 – 5.00.

Patient Forum

The practice is trying to develop a patient forum, so that you can have your say on how St Pauls is doing and what you would like us to improve on; giving you the opportunity to work with us to improve standards.

If you are interested in joining this forum please contact Tracey Scott, Practice Manager.

Wasted Appointments

You may have noticed our posters informing you of wasted appointments through non attendance, we are regularly seeing losses of up to 100 appointments per week. To make matters worse some of these were double appointments and some patients had only made them the **same day!!!**

Our appointments are very much in demand and it is extremely frustrating for clinicians and reception staff when appointments are not kept and of course for you as patients when you struggle to get an appointment. Please remember to cancel any appointments you no longer need in order for us to offer them to someone else.

Text Reminders for Appointments

We are hoping to use a reminder service which uses text messaging on mobile phones. This system is in use in other areas and has been shown to significantly reduce rates of non attendance.

If you have a mobile phone please could you let us have the number and if there are any changes please can you keep us informed. It is very important that all your contact details are accurate and up to date; there are forms for completion at reception or you can speak to the receptionist.

Flu Vaccinations

Our flu vaccination programme will be starting at the beginning of October. As with last year high priority cases will be targeted first. Patients will be contacted to ask them to make an appointment. If you haven't received a letter please wait until you do so before you make an appointment.

National GP Patient Survey

The government prepared a survey that was sent out to patients across the country. Overall around two and a quarter million patients in England responded to a questionnaire asking how easy it is to:

- Contact the practice by telephone
- Consult a gp within two working days
- Book ahead for non urgent appointments
- Make an appointment with a particular gp

Patients were also asked for their views on the practice's opening hours. A separate postcard questionnaire asked patients who had been referred to hospital whether a choice of hospital had been offered at the point of referral.

The survey revealed the following results - our own practice results are in *italics* below:

86% of people were satisfied with their ability to get through to their doctor's surgery on the phone

91% of our patients were satisfied with their ability to get through to us on the phone

86% of people who tried to get a quick appointment were able to do so in 48hrs

84% of our patients were able to get a quick appointment within 48 hrs

75% of people wanting to book ahead were able to

90% of our patients wanting to book ahead were able to

88% of people who wanted to book in with a particular gp were able to

92% of our patients who wanted to book in with a particular gp were able to

84% of people said they were satisfied with current opening hours

79% of our patients said they were satisfied with the current opening hours.

**NB this survey was done before our opening hours extended*

94% of people who were referred by a gp discussed a choice of hospital

100% of our patients that were referred by a gp discussed a hospital

Are you taking sleeping tablets regularly?

Family doctors are advised that sleeping tablets should not be taken over long periods of time. The body can get used to the effects of sleeping tablets so that they no longer work properly. More importantly, sleeping tablets may actually cause anxiety and people can become dependent on

them. They can lead to an increased risk of falling especially in older people and people taking certain types of other medication, and this can cause injury such as broken hips. For these reasons repeated use of sleeping tablets is not recommended.

If you are taking sleeping tablets and would like advice on reducing or stopping them please contact Angela Branch, Practice Pharmacist, available Wednesdays and Fridays, or your doctor.

'It's a Knockout'

Thank you very much to everyone who supported our team and for your kind sponsor donations. We raised £1068 for the Eden Valley Hospice; we came fourth out of the ten teams and all had a brilliant day.

Health Visitor Clinics In the Carlisle Area

Dalston Clinic, Dalston	1.30 - 3 pm 2 nd & 4 th Monday every month
Belah Clinic	1.00 pm - 3.00 pm every Wednesday
Botcherby Community Centre	9.30 am - 11.30 am every Wednesday
Botcherby Healthy Living Centre 15 Botcherby Avenue	10.00 am - 12 noon Monday and Friday
Harraby Community Centre	1.30 pm - 3.00 pm every Wednesday
Houghton Baby Clinic	10.30 am - 12 noon 1 st Wednesday in month
Longtown Clinic, Moor Road, Longtown	2.00 pm - 3.00 pm 1 st Monday of month 9.30 am - 11.30 am 3 rd Thursday of month
Morley Street, Denton Holme	1.30 pm - 3.00 pm 2 nd and 4 th Thursday
Morton Surgery, Langrigg Road	9 - 11 am Every Thursday
Petteril Bank	9.30 am - 11.00 am Friday Weekly
Raffles Living Well	1.00 pm - 2.30 pm First Monday in month
Currock House	1.30 pm - 3.00 pm Tuesday weekly
Yewdale Community Centre	1.30 pm - 3.00 pm 1 st and 3 rd Wednesday
Greystone Community Centre	1.30 pm - 3.00 pm Every Thursday

A contact number for your Health Visitor is in your Baby's Yellow Book