



# St Pauls Medical Centre

Newsletter  
June 2008

## Staff News

### Dr Marcus Rieborn

Dr Rieborn has re-joined the practice to complete his gp training, he works full time and is with the practice until the end of September this year.

### Dr Ian Kerres

Has reduced his hours and will be no longer working Fridays.

### Nurse Josephine

Josephine has just started to offer 'specialist nurse' appointments to help support the doctors. She can be seen for most things you would normally see a doctor for except she is unable to issue medical certificates and cannot deal with mental health issues.

She is currently available on Thursday mornings at St Pauls.

## 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, Easter 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.

### Telephones

We have a huge volume of calls on numerous lines coming into the practice with a maximum of three operators taking all of the calls as quickly as is humanly possible.

We now have an auto attendant system in place, which gives you options to choose from. Please listen carefully in order to choose the correct one.

We would advise patients to avoid calling on a Monday or the day after a Bank Holiday unless it is urgent for that day. Similarly early morning, lunchtimes and evenings are busy times.

### Cryo Clinics - for warts + verrucae

This clinic is for the freezing of warts and verrucae and is currently ran by Dr Swain once a month on a Friday morning. It will be changing to a Wednesday afternoon and be ran by one of the practice nurses, Eileen Rimene.

### Clinic Appointments

We are in the process of moving a large amount of our clinic appointments to our branch surgery at Arnside House. The surgery up there has larger, better equipped rooms that are ideal for the running of clinics. These include, asthma, diabetes, heart disease etc. Arnside House is generally accessible although two consulting rooms are reached by stairs only - please check with reception if you have mobility problems when booking your appointment.

### **New Pharmacy at Arnside House**

Dalston Pharmacy have now opened a shop in the grounds of Arnside House. Patients can have their prescriptions dispensed there and there is a small shop too.

### **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: 511380 and Kath in the South (Harraby, Currock etc) tel: 603257.

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

The practice nurses will now 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.

### **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**

St Pauls will be closed 1.00-5.00 on the following dates. Arnside will be closed all afternoon.

Cuedoc will be in operation for emergencies.

Weds 11th June

Tues 15th July

Weds 17th Sept

Thurs 16th Oct

Tues 11th Nov

### **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.

### **Antibiotics for common infections**

National guidance states that antibiotics may not be suitable for the treatment of common infections such as ear ache, sore throat, cough, sinusitis and the common cold.

Sometimes people get unpleasant side effects from antibiotics and these may be worse than the infection we are treating. The high use of antibiotics has also been responsible for "super bugs" occurring which do not respond easily to usual medicines and can make people very unwell.

We are asked to reduce the use of antibiotics for these common infections unless there are good reasons for giving them such as if there is a high risk of complications or people, for example the elderly, are likely to become ill.

Please don't be surprised if the doctor says that you do not need an antibiotic for a common infection. In some cases the doctor may give you a prescription that can be cashed in a few days later. This gives your body the chance to fight infection naturally.

## **Research data Collection**

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data is used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information on the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected or used in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part; you will not be identified in

any published results.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Tracey Scott, Practice Manager: **524354**

## Health Visitor Clinics In the Carlisle Area

Dalston Clinic, Dalston	1.30 - 3 pm 2 <sup>nd</sup> & 4 <sup>th</sup> 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 <sup>st</sup> Wednesday in month
Longtown Clinic, Moor Road, Longtown	2.00 pm - 3.00 pm 1st Monday of month 9.30 am - 11.30 am 3 <sup>rd</sup> Thursday of month
Morley Street, Denton Holme	1.30 pm - 3.00 pm 2 <sup>nd</sup> and 4 <sup>th</sup> 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 <sup>st</sup> and 3 <sup>rd</sup> 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