



Castlehead Medical Centre News Sheet

Spring 2008
www.Castlehead.org.uk



Dr. Rebecca Littleford

GP Registrar Training

My name is Dr. Rebecca Littleford and I will be working here on Tuesdays and Thursdays for the next six months.

I moved to Cumbria four months ago having worked in Aberdeen for two years. My previous job was at Alston Medical Practice.

I am a keen fell walker and a musician, and I enjoy playing the violin and piano.

Congratulations!

Some of you may be aware that Dr. Alison Westwell is pregnant with her first child. Her baby is due in April and she will be going on maternity leave for six months at the end of March. Her absence will be covered by a locum GP, Dr. Gemma Kirby who will be working Wednesdays, Thursdays and Fridays. Dr. Kirby may be known to some of you as she has provided locum cover for us in the past.



Annual Patient Satisfaction Survey

Thank you to everyone who filled in questionnaires in the last year. Many of you will have filled in more than one for us as there seems to have been numerous requirements from various sources over the past few months. During last summer, 336 of you filled in the Improving Practice Questionnaire, which consisted of a number of questions about the Practice, about the Doctor/ Nurse, about the staff and also 4 miscellaneous questions. The overall practice score for Castlehead Medical Centre was 66% satisfaction rating against the national average of 64%. It would appear that most of our patients consider the GP/nurse they saw as being either excellent or very good and our reception team, are, as ever, considered excellent.

One area which we are trying to address is the length of time spent waiting once at the surgery i.e. because surgeries are not running to time and we request your help with this. If you know that you have a number of problems you want to discuss with the doctor, please ask for a longer appointment (our standard appointment time is 10 minutes). This will ensure that the GP can spend the time with you without disadvantaging other patients. We will also try to keep you informed when surgeries are running late.

Please note that one of the GPs each afternoon is on-call and dealing with emergencies and in the event they are called out, patients will have to wait until the GP returns. We will endeavour to ensure patients are not kept waiting too long and to keep you informed of developments, but regrettably sometimes patients do have to wait and we apologise for this. The on-call doctor's name is displayed on the red data-link board in the waiting room and is usually seeing those patients who have booked an appointment on the day rather than those patients wishing to book a routine or follow-up appointment.



EMIS Access

Did you know that the Practice has an online facility to order your prescriptions? This facility is linked directly to your medical records at the surgery and therefore it will always display your current repeat prescriptions. EMIS Access also allows you to book a routine doctor's appointment online 24 hours a day. To use the online facilities please ask at reception and you will be given a letter with all the details you need to register. We will also provide you with a pin number to gain access and to ensure the security of the system. Please give this a try as we know that you will find it effective and user friendly. If you have any problems or questions, please don't hesitate to contact the surgery.

Practice based Commissioning

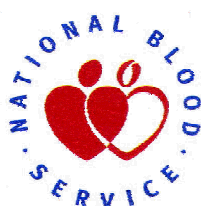
Both Dr Peter Hemingway and Yvonne Craig (Practice Manager) are currently working on this project which links to the Closer to Home consultation. Keswick Cottage Hospital is now officially safe from closure, but there is still a considerable amount of work to be done to maintain the numbers of beds available. We are aiming for patients to be transferred to Keswick Hospital for rehabilitation from both the Cumberland Infirmary and West Cumberland Hospital and back to their own homes as early as possible and we also intend to try wherever possible to reduce admissions to the two acute hospitals and to keep people in their own homes. This work is ongoing and should signify an increase in the number of outpatient services available in Keswick. More details will follow.

Protected Learning Time 2008

Wednesday	13 th	February
Thursday	13 th	March
Tuesday	15 th	April
Wednesday	11 th	June
Tuesday	15 th	July

Protected Learning Time for Staff Development

In order to allow all surgery staff to have protected time for training and development this practice, in common with most other practices in Cumbria, will close for one afternoon per month on the dates listed. The practices will be covered by the **CueDoc** emergency on call system between **1pm** and **5pm**.



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