



Welcome to *WellWellWell* from Seascale and Bootle Surgeries.

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Ongoing Doctor shortages.....



Unfortunately, despite attempting to recruit a replacement since Dr Fletcher left in May, we haven't yet managed to secure any new long-term GPs. If you're a Bootle patient, please accept our apologies; we had no choice last week but to cancel Dr Carhart's sessions and shorten Dr Sowton's week. Thank you to the very reasonable patients who we contacted at the weekend to advise them to collect Medicines on Tuesday instead of Monday. Dr Carhart has an immediate family member in hospital and needed to take time off at very short notice; we expect him back w/c 22 Oct.

We are glad to report that Dr Illsley is recovering since her operation, and she thanks you for the get well wishes and cards. However, she is not quite making the progress she hoped for and is unlikely to be back before Christmas. These two Doctors being off together means we are 14 sessions (7 full days) time, which is approx. 350 appointments each week of GP. We understand that this increases the waiting time to over 2 weeks for a routine surgery appointment for certain Drs, especially with Dr Sowton, as he carries out more Duty Dr sessions to support the locums. Telephone appointments have a shorter wait.

*NOT PERFECT...
but good &
getting better.*

Non-urgent Letters and Reports - Whilst we understand these are important to you, this does mean that some of the non-urgent forms or letters for insurance reports etc, may take a while longer to process whilst we concentrate on providing urgent and essential health care. If you have less urgent enquiries you can either send in a message through Patient Access, or text us **07800007913** and other members of the team may be able to answer sooner. You can expect a response to either of these options within 2 working days.

Dr Who?.....



We have a new but very experienced locum joining us soon, Dr Eric Bater (recently retired from Distington Surgery) to work alongside Dr Hans Schmid on Fridays in between now and Christmas. The other good news is that Barbara Fell our Nurse practitioner is returning to us. Due to our GP shortage, she won't be providing any nurse led clinics for long term conditions. We will need her to take an active part in the GP rota. Please understand that we will keep trying to



secure long term GPs and are actively using Social Media to extend our reach. One of our GP colleagues in Kirkby Lonsdale posted a message on our behalf last Friday and this has already been seen by 5400 people, so fingers crossed it generates some interest. You can do your bit to help by checking our website for self-care advice and having a well- stocked medicines cupboard at home in preparation for usual winter illnesses like coughs and colds.



Temporary Residents

Also due to GP shortages, Fellview Healthcare at Cleator Moor are no longer able to see patients from out of our area, (i.e. those on holiday

who are not registered with in Copeland). Although we can treat minor injuries, we do not have x-ray on site so any suspected fractures need to be dealt with by A&E at WCH. For minor illnesses, temporary residents must telephone 111 first and they will be directed to the most appropriate services based on their needs. If your visitors have forgotten to bring their medicines on holiday they must also ring 111 and ask for medication supply and they will be sent to the nearest pharmacy. Or they can contact their own surgery and ask for their practice to send an electronic prescription to the nearest community pharmacy.



Flu - So far we have vaccinated 713 patients, with the bulk being delivered in two special clinics on 1st Oct at Bootle 122 patients and 6th Oct at Seascale 362 patients. We are awaiting our next delivery of the vaccines for over 75s and we anticipate this being delivered 22nd Oct. We will post a message on our website if we decide to run a further clinic in the week but our next clinic is Sat 17th Nov at Seascale and Mon 19th Nov at Bootle

Training days- the up and coming half day training days are below. We close at 1pm and reopen at 8am the next morning. **The Dispensary is closed too.** During these times CHOC takes urgent medical calls – please ring 111. The next one is **Wednesday 14th Nov**, then **Thu 17th Jan 2019**, **Wed 13th Feb**, **Thu 14th Mar**. There is no training afternoon December.



Bootle Open days in Oct

Bootle Surgery - Opening Days

October 2018						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Bootle opening times:
Mon-Thurs 9am-12:30pm
Thursdays- Dispensary only. No Doctor or Nurse on site
Wed 10th Oct training day. Close at 12noon.

MacMillan Coffee morning.

A very big thank to Julie and all of the staff for organising the event and to the patients for baking a fabulous range of cakes.

We had a full day and along with the raffle - raised £650.83



Cant make your appointment? Then please let us know. Our patient group suggested that we advertise how many appointments are missed each week. We post this information both in the surgery and via our Facebook page.

If you download the Appointment booking and cancelling app MyGP, you can do this in an instant. The next app upgrade has Medicines ordering in too. More about this next month.



Weekly DNA (DNA = Did not attend) Mon 1st October- Fri 5th October

Doctors' appointments	Nurse appointments
4 x DNAs = 1 hour of Doctors time wasted.	3 x 30minute appointment DNA 2 x 20minute appointment DNA 8 x 10minute appointment DNA
	<i>This equates to 3+hours of nurse time wasted.</i>

We appreciate your plans can change and sometimes you are no longer able to make the appointment. However we would appreciate if you could ring us and cancel your appointment so someone else can use it.

You can also give us your mobile number and you will get a text reminder in which you can reply cancel to if needed.

Doctor Doctor, I feel like a pair of wigwams.

The problem is, you've become too tense