

Palliative Care Team

Includes your GP, District Nurses, Macmillan Nurse and Social Worker. We work closely together to give you and your family the best possible care. Contact details will be given to you should the need arise.

Midwife

The midwives hold clinics on a Wednesday morning at the Brough surgery. If you are thinking of starting a family, you can make an appointment with either the doctor or midwife for a health check and advice. The midwife will then advise you on antenatal and postnatal care.

They can be reached on 017683 53719

Penrith Maternity: Tel. 01768 245558

Helme Chase Kendal: Tel. 01539 795375

Physiotherapy

Our Physiotherapist Adele Roche can be contacted on **017683 72474**. Referrals are made via your GP. Alternatively self-referral to the Penrith Physiotherapy Department is also available. Please ask at reception for details.

Medicals/Medical Insurance

Charges will be payable for HGV, PSV etc. Please contact reception for a current list of charges or visit our website.

Community/District Nursing Services

Our Community/District Nurses are able to support you with nursing care at home. If you need to contact them please ring **017683 51179**

Health Visitor

Beth Postlethwaite is here to help and advise on any aspect of family health. Tel. 017683 54964.

Community Psychiatric Nurse

Referral is normally made by your doctor.

Carers

If you are a carer then please let us know as we may be able to put you in touch with organisations that can help support you.

Eden Carers can be contacted on Tel. 01768 890280.

Your Rights and Responsibilities

We aim to give you the best possible service. If you have any comments or suggestions as to how we may improve our service, please contact the Practice Manager, Andrew Pearse in writing.

If you feel we have not dealt with your issues as you would have wished, you can contact the NHS Complaints Advocacy Service on **0300 330 5454**.

Patient Expectations

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar manner.

The Practice operates a zero tolerance policy to any threatening, abusive or violent behaviour.

Help us to help you!

Please help us by being on time for your appointments and please let us know as soon as possible if you need to cancel. Missed appointments are a waste of our resources costing the Practice approximately £30,000 per year, which impacts heavily on the services that we are able to provide.

Keeping us informed

It is important for your healthcare that we have up to date records. Please inform us of any changes to your address or contact numbers as **this may save your life in an emergency!**

All your records are confidential and are only accessible to those involved in your care. You have the legal right to know what information we hold about you. Consequently if you would like to see your records, please contact the Practice regarding Patient Access.

Further Information

If you'd like further information regarding any of our services, full details can be found on our website and Facebook page.

Find us on Facebook at:

www.facebook.com/upperedenmedicalpractice



THE UPPER EDEN MEDICAL PRACTICE

Kirkby Stephen Health Centre
Silver Street, Kirkby Stephen
Cumbria CA17 4RB

 **017683 71369**

Our Branch Surgeries

Brough Surgery

Main Street, Brough,
Kirkby Stephen CA17 4AY

 **017683 41294**

Tebay Surgery

Off Church Street, Tebay CA10 3SP

 **015396 24591**

General Practitioners

- **Dr Jacqui Merckel** MBChB DCH DRCOG MRCGP
- **Dr Tim Young** MBChB, DRCOG
- **Dr Davina Solomon** MBChB, MRCGP
- **Dr Matthew Galea** MBChB MRCGP
- **Dr Amy Tooze** MBChB MRCGP DRCOG
- **Dr Phil Harbot** MBChB
- **Dr Sarah Williams** MBChB

Practice Manager

Andrew Pearse

Nurse Practitioner

Lyn Hind

Practice Nurses

Angela Coburn, Rachel Brierley & Russell Willett

Assistant Practitioners

Hayley Cooper & Trudy Cartwright

Healthcare Assistants

Mandy Riley & Adelle Brittleton

Dispensers

Joanne Marston, Jayne Bland, Lisa Steadman,
Wendy Clarke, Alison Pedley, Heidi Seymour
& Lynne Henderson

Administrators

Andy Sayer, Sue Birkbeck & Tanya Wallace

Secretaries

Margaret Lord, Andrea Pearson & Emma Yates

Receptionists

Janet Allonby, Andrea Pearson, Margaret Lord, Karen Hill,
Emma Yates, Chelsea Walton, Kathryn Walls,
Lucy Sawyer, Becky Dixon, Samantha Croasdell

Appointments

Routine / Non-urgent appointments

These are routine appointments that can be pre-booked up to 4 weeks in advance.

Urgent / Same day appointments

Our on the day Urgent call back appointment system allows you to speak to a Doctor or Nurse on the day you have a health need. The doctor or nurse will arrange for you to come into the surgery if they think you need to be seen.

Please note: For urgent appointments, you must call us before 10.30am. If you call after this time, you may not be offered a call back the same day, unless it is an emergency. You will also not be able to specify which doctor or nurse you see.

Please note: if you arrive more than 10 minutes late for any appointment, you will be asked to re-appoint.

Telephone appointments

These can be arranged for any healthcare need that does not require a face to face consultation.

Home visits

If you are too ill to attend the surgery and would like to request a home visit, please call us before 10.30am, whereupon a GP will call you back to assess your needs.

Surgery Opening Times

Kirkby Stephen	Monday 8.30am - 6.30pm Tuesday 8.30am - 8.00pm Wednesday - Friday 8.30am - 6.30pm
Brough	Monday 8.30am - 6.30pm Tuesday CLOSED Wednesday 8.30am - 6.30pm Thursday CLOSED Friday 11am - 1.00pm * (* medication collections only)
Tebay	Monday CLOSED Tuesday 9.00am - 12.00pm Wednesday CLOSED Thursday 3.00pm - 6.30pm Friday CLOSED

Staff Training

Please note: All our surgeries are closed one afternoon per month for Protected Learning Time (PLT). A list of dates is displayed at the surgery and on our website. During this time emergency cover is provided by Cumbria Health on Call. **Ring 111** if you require assistance.

Out of Hours

The surgeries are closed between the hours of 6.30pm and 8am, Mon-Fri, weekends and public holidays. Emergency cover is provided by CHOC (Cumbria Health on Call). **Ring 111** if you require assistance.

Dispensary/Repeat prescriptions

Please allow 2 working days for the processing of your repeat prescription. Requests can be made by calling our 24 hour repeat prescription line on 017683 71913 and following the instructions. If you wish to order online, please ask at reception or dispensary for details of how to register. You can also use the green repeat slip which can be left at any surgery, K/S Chemist or be posted to us.

Test Results

Please call after 11am for your test results. For confidentiality reasons, test results can only be given to the patient.

Safeguarding Vulnerable patients

Dr Merckel is the Practice Safeguarding Lead. However, all our clinicians are trained in safeguarding. If you have any concerns please ask to speak to a clinician.

Feedback

We welcome patient feedback on our services, both good and bad! If you have a suggestion, complaint or compliment, please refer to our website or pick up a leaflet in surgery.

Patient Access

You can now book, view and cancel appointments and order repeat prescriptions online! To register, please just ask at reception.