The Croft Surgery, Kirkbride CA7 5JH, telephone: 016973 51207

# Protected Learning Time

Once a month the surgery closes for essential staff training.

The surgery will close at 1pm on the following dates: cover will be provided by Cumbria Health on Call

July 12th

September 20th

October 11th

November 16th

January 17th 2018

Please remember to tell our receptionist about changes of address and telephone numbers. Next time you contact us please provide details of any mobile telephone numbers – thank you

Blocked Ears?

An appointment is often not necessary - patients with blocked ears are recommended to try self-help options –oil drops to soften wax and use of a bulb syringe.
Syringing by the nurse carries a small risk of damage to the ear drum and should not be the first choice treatment option. Please ask at reception if you require further advice.

In order for us to dispense medicines safely we need to allow extra administration time before your prescription can leave the building. All patients who get their repeat medication here must allow **2 full working** **days** from the day ordered to the day of collection.

If you order on Monday, collection day will be Wednesday etc.

 **In the case of Bank Holidays please order a day earlier.**

Any orders placed via the internet while the surgery is closed, will not be processed until the surgery’s next working day, and will be ready for collection in accordance with the above.

**If you use our delivery service, please order by noon on Friday.**

**Review Dates**

**Many of our patients require annual reviews to either monitor their long-term medical conditions or to assess to effects of long term medications.**

**We are changing our recall system for annual reviews and patient can usually now expect to be called during the month in which their birthday falls.**

**This may mean we call you in later or earlier than you expected as the new system becomes established. Thank you for your cooperation.**

**Individual Funding Requests (IFRs)**

**Sometimes a patient is referred by a GP for a service or operation which is no longer routinely funded by the NHS. More and more operations are falling into this category.**

 **In these cases we must submit a funding request to obtain approval for the proposed procedure. In some cases we may need to contact you for additional information to support the application and a member of our admin team will be in touch with you.**

We are registered as a training practice.

In 2018 a GP registrar will join our team of doctors and will be seeing patients.

We will also be welcoming student doctors who will sit in and may assist in consultations.

**Behind the Scenes**

We regularly review the treatments and services we offer patients in the light of the most up to date research and guidelines.

Dr. Hewson has recently done an audit of patients who take a type of medication known as a bisphosphonate (for bone protection).

Sometimes it may be appropriate to change or stop the medication and the doctor will be in touch with you in these cases.

# Diabetes and driving

You can be fined up to £1,000 if you don’t tell DVLA about a medical condition that affects your driving. You may be prosecuted if you’re involved in an accident as a result.

Check with your nurse or doctor if you don’t know what type of medication you’re on.

Read more at wwww.gov.uk/diabetes-driving

Due to staff & public holidays, we are unable to provide a prescription delivery on these dates:

26th July 2017

9th August 2017

30th August 2017

13th September 2017

27th December 2017

Please place your order well in advance to take account of these dates or make alternative arrangements for the collection of your medication.

We apologise for any inconvenience this causes.

# Cumbria Stop Smoking Service

It can be hard to quit, but did you know you are 4 times more likely to stop smoking with help and support from the NHS?

text QUIT to 82540