



Spencer Street Surgery

Patient Newsletter

NEWS:

- **NHS Health Check-You will be invited for a free NHS Health Check every 5 years if you are aged between 40 & 74 and do not already have heart disease, stroke, diabetes, kidney disease or high blood pressure. Book your appointment now.**
- **Cytology-Are you a woman aged 25 to 64? Did you know that you are entitled to regular screening tests for cervical cancer? You can reduce the risk of cervical cancer by attending cervical screening. Be proactive about your health and go for screening when invited.**
- **Do we have your up-to-date address? Failure to ensure we have your correct address will result in removal from the practice list if a Health Authority Letter is returned undelivered.**

GDPR (General Data Protection Regulation)

Your Information, Your Rights

Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing & Privacy Notice is available on our website www.spencerstreetsurgery.co.uk

FLU CLINICS 2018

If you receive an SMS Text Message or a Letter from us inviting you to come in for your flu vaccination, please see dates of our drop-in clinics below:

- * Saturday 29th September —9.30am until 3.00pm—Spencer Street
- * Monday 8th October—8.00am until 1.00pm—Blackwell Road
- * Wednesday 31st October—2.00pm until 5.30pm Eligible Children only—Spencer Street



Spencer Street Surgery Nurse News

- * Diane has recently changed her working week and is now with us on Tuesday and Thursdays;
- * Denise is retiring after more than 20 years at the surgery. She will be greatly missed by patients and staff alike. We all wish her well for the future;
- * Vicky and Pamela have joined us as new practice nurses. They have both come from hospital settings. They are currently undergoing training in their new roles;
- * These changes do mean that our skill mix in the nursing team is different. You may wait slightly longer for a routine chronic disease appointment to ensure you are seen by the most appropriate person. Judith, Sue and Diane are our nurse prescribers:



NHS70: Celebrating 70 years of the NHS

The National Health Service turned 70 on 5 July 2018. It was the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff.

The students at Carlisle College wanted to celebrate the 70th birthday of the NHS and did so by baking cakes for our practice. This was a gift to acknowledge our hard work, dedication and to demonstrate how valued the primary care teams are by our community. They didn't last long!! Delicious x

"We welcome your feedback— please visit our website, write to our Assistant Practice Manager or drop a note in at the desk"

Patient Contact Details

We are increasingly using SMS texts and email to contact our patients with appointment information, recalls, initiatives etc. Please keep us informed of your most up-to-date contact information to allow us to communicate with you in this way.

Points of Note

If you require to be seen in a downstairs room, please let our receptionists know when you book an appointment so that we can book appropriately.

The Practice closes once a month for an afternoon of staff training. During this time CHoC (Cumbria Health on Call) take over our emergency care arrangements.

Staff training dates for the next few months between 1.00pm and 5.00pm are:

September 2018—Wednesday 12th

October 2018—Wednesday 10th

November 2018—Wednesday 14th

Access to the Premises



We have disabled access to the rear of the building. Unfortunately we cannot fit a ramp to the front steps because the gradient of the ramp required would be such that it would contravene law regarding building regulations and DDA.

The installation of a lift is not possible due to our premises being of listed building status.