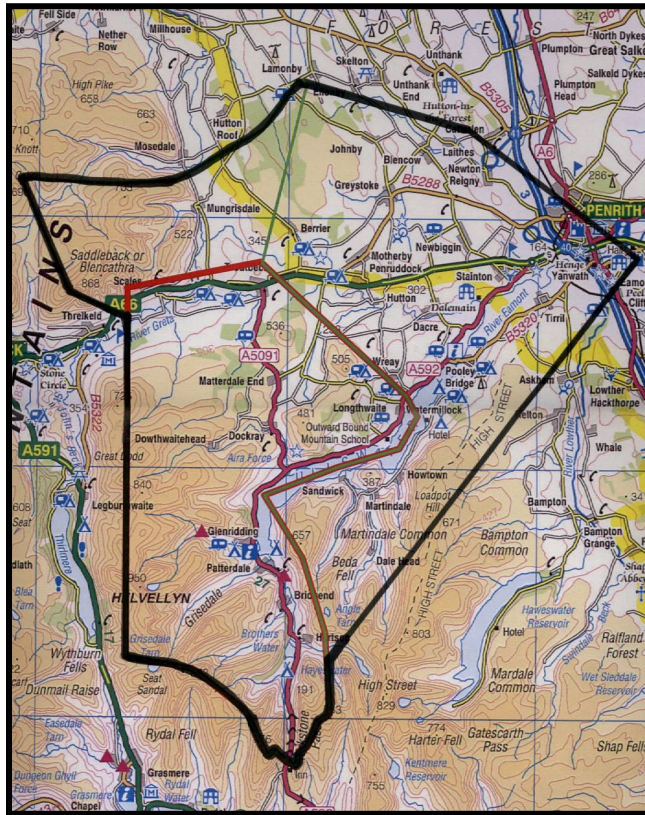




Cumbria Health on Call

Cumbria Health on Call (CHOC) will provide the GP services for the patients of Glenridding Health Centre

Practice Area



Glenridding Health Centre

Glenridding, Penrith. CA11 0PD

Tel: 017684 82297

www.glenriddinghealthcentre.co.uk

Reception Opening Times:

8.30-11.30 am

3pm-6 pm (not Wed pm)

PRACTICE GPs

Dr Lucy Dickinson (Female)
MB ChB (Aberdeen 1998) MRCPGP

Dr Neil Margerison (Male)
MB ChB 1985 Leeds

Dr Andy McAlea (Male)
MB ChB 1992 Liverpool

Local Health Authority

Cumbria CCG
8 Tynefield Drive
Penrith
Cumbria
CA11 8JA
Telephone: 01768 245486

Minor Injuries—Open 24 hrs

Penrith Hospital
Penrith
Cumbria
CA11 8JA
Telephone: 01768 245555

NHS 111 Service

Patients to call 111 for advice out of hours

Penrith Contraception/Sexual Health Clinic

Ring 01228 608989 for an appointment

Your Named GP is Dr Lucy Dickinson

When the Surgery is closed
Please call our Duty Doctors on
017684 82297

Between 6.30pm and 8am, patients
should call the NHS 111 service by
dialling 111

or
IN AN EMERGENCY
Dial 999

DOCTORS CONSULTING TIMES ARE:

Day	AM (Appointments only)	PM (Appointments only)
Monday	9.-11	4-5.30
Tuesday	9 -11	Reception only
Wednesday	9 -11	On call service
Thursday	9 -11	Reception only
Friday	9-11	4-5.30

The Practice Team

GP's— Dr Lucy Dickinson, Dr Neil Margerison, and Dr Andy McAlea

Practice Pharmacist—Mrs Melanie Graham

Practice Manager – Mrs Lynn Iredale

Practice Nurse – Sister Jane Flack

Dispenser/Receptionist – Mrs Jane Bischoff,

Mrs Lisa Smith and Mrs Mandy Howard-Carter

How to register: please ask at reception

The Primary Health Care Team

District Nurses visit the practice area as required via the surgery.

Midwife, Health Visitor and Community

Psychiatric Nurse are based at Penrith

Hospital and may be contacted directly or via the surgery.

Chiropody and Physiotherapy can be arranged through the doctor.

The Health Centre

The health centre is purpose built and easily accessible to disabled users. Limited free parking is available in the National Park car park using a parking permit from the surgery. The practice is fully computerised and registered under the Data Protection Act. Confidentiality is absolute.

Surgery Times

We operate an appointments system please ring to book. If you wish to speak to a GP or the nurse, please phone reception and they will advise you of their availability.

Samples & Test Results

If you are asked to provide a sample, please make sure it is carefully labelled with the patient's name and date of birth. Samples are sent to the laboratory at 11.15 am. You may telephone for test results, which if appropriate, will be given to you by the receptionist. Telephone consultations available if required to discuss results.

Home Visits

If you'd like Home Visit please phone before 11am

Practice Nurse

Clinics are run on:

Wed, Thurs + Friday mornings 9 am—12 pm

Appointments must be made for Nurse for any of the following procedures: Dressing/Bloods/BP and Well Person Checks.

Newly Registered Patients

All newly registered patients will be asked to complete a health questionnaire and to have a consultation with the practice nurse/doctor within a month of registering.

Well Woman and Well Man Advice

Confidential advice is available in the practice please ask for an appointment or alternatives as below.

Other services

- Cervical Smears
- ◆ Maternity care
- ◆ Minor operations
- ◆ Travel health advice
- ◆ Sexual Health Screening
- ◆ Child health / immunisations

Non NHS services

E.g. employment medical examinations, insurance reports, fitness to drive, fitness to travel, signing passports. At least 96 hours (4 days) should be allowed for these to be completed. A fee will be payable according to standard recommended rates.

Consultations are available for annual checks and over 75's. Please ring for an appointment

Prescriptions

We are a dispensing practice. Always allow 48 hours for repeat prescriptions. Please telephone after 11 am or drop the repeat slip to the surgery. If you need medicines urgently ring 017684 82297.

Complaints Procedure

We have a clearly defined procedure to deal with practice complaints. Please ask the receptionist for details. Any complaints or concerns raised by patients will not affect care received.

Patients Rights

Only staff have access to patients records as required for administrative purposes.

No outside persons will have access unless written consent is given by the patient.

Access to Health Records Act 1990-Patient requests to be made in writing.

We operate a zero tolerance policy in accordance with PCT guidelines for violent and abusive behaviour.

Help yourself and us

- ✓ Know your own medical history and any allergies to drugs.
- ✓ Asking questions and discussing your care will help you to make decisions based on better knowledge and understanding.
- ✓ Answer questions about your health honestly.
- ✓ Accept advice on vaccination, immunisation and health screening programmes.
- ✓ Manage your own health and well-being by maintaining a healthy lifestyle. ***Avoid smoking, take regular exercise, and eat a healthy diet.***
- ✓ Take care of loaned equipment and return it promptly after use.
- ✓ Be considerate towards the practice staff and other patients.
- ✓ Inform us if you have changed your address.
- ✓ We always welcome ideas and suggestions on improving our service.