



Cumbria Health on Call

will provide the GP services for the patients of
Glenridding Health Centre

Cumbria Health on Call (CHOC)
Hilltop Heights
London Road
Carlisle
Cumbria
CA1 2NS
Telephone: 01228 514830

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

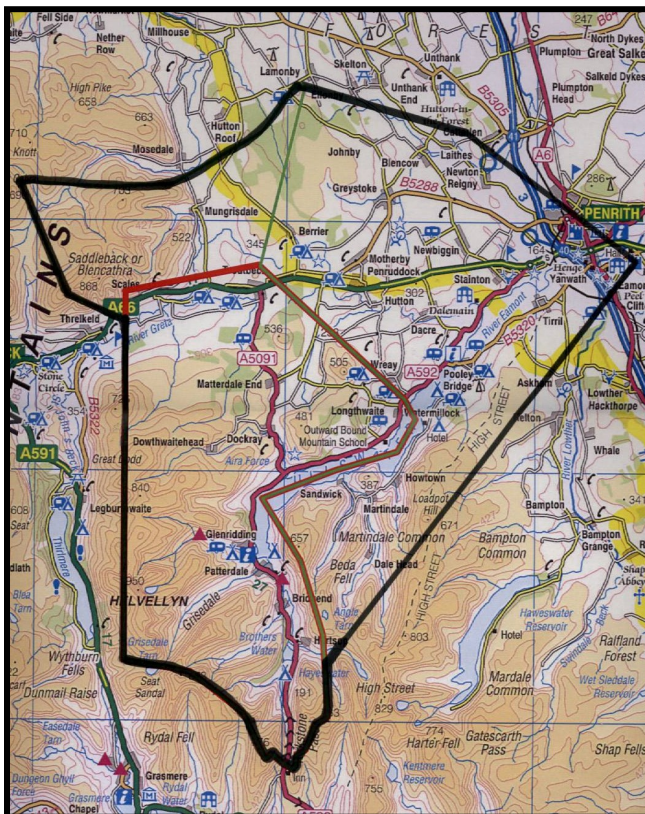
Patients to call 111 for advice out of hours

Penrith Contraception/Sexual Health Clinic

Ring 01228 608989 for an appointment

Your Named GP is Dr Lucy Dickinson

Practice Area



Glenridding Health Centre

Glenridding, Penrith. CA11 0PD
Tel: 017684 82297
www.glenriddinghealthcentre.co.uk

Reception Opening Times:

8.30-11.30 am Monday-Friday
2.30pm-6 pm Monday & Friday
2pm-5pm Tuesday & Thursday
Closed Wednesday afternoon

PRACTICE GP's

Dr Lucy Dickinson (Female)
MB ChB (Aberdeen 1998) MRCGP
Dr Neil Margerison (Male)
MB ChB 1985 Leeds
Dr Philip Spencer (Male)
BSc. (Hons) MB Ch.B. MA Ph.D. MRCGP
Dip. Ther. DRCOG DIMC RCS (Ed.)

***DOCTORS CONSULTING
TIMES ARE:***

Day	AM (Appointments only)	PM (Appointments only)
Monday	9.-11	2.30-5
Tuesday	9 -11	Reception only
Wednesday	9 -11	On call service
Thursday	9 -11	Reception only
Friday	9-11	2.30-5

**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**

The Practice Team

GP's— Dr Lucy Dickinson, Dr Neil Margerison
Dr Philip Spencer

Practice Pharmacist—Mrs Melanie Graham

Practice Manager – Mrs Lynn Iredale

Practice Nurse – Sister Jane Moseley

Dispenser/Receptionist – Mrs Jane Bischoff,
Mrs Lisa Smith, Miss Christine Kenyon and
Miss Rachel Eilbeck

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 the signposted park-
ing bays. 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 pa-
tients will not affect care received.

Protection and Use of Patient Information

The details you provide to us are held securely
for medical purposes. Some of the information
is also used for clinical auditing purposes to
evaluate our performance against NHS stand-
ards.

We will not disclose your information to third
parties without your permission. Details of how
we use your personal data are set out in our
privacy notice for service users and third par-
ties, which is available on our website at
<https://www.chocltd.co.uk/privacy-policy/> or
from our reception desks.

We operate a zero tolerance policy in accord-
ance with CCG guidelines. Violent or abusive
patients will be removed from the practice list.

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, im-
munisation and health screening
programmes.
- ✓ Manage your own health and well-being by main-
taining 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 you address.
- ✓ We always welcome ideas and sugges-
tions on improving our service.