

The **DISTRICT NURSES** are in regular contact with the surgery and may be contacted on 01946 853333 or through the surgery.

ANTE-NATAL CARE if you are wishing to start a family or know you are pregnant, please either make an appointment with the GP, who will direct you to, the Penrith Birthing Centre (Penrith Hospital) 01768 245558, or ring the centre direct. The centre offers pre-conceptual care and takes care of all ante natal to birth care.

CARER

If you care for someone who has a long standing disability, or if you are **CARED FOR**, please let us know. We will work together to get the best possible care for you and your carer. Our local carers group is Eden Carers www.edencarers.co.uk

email -enquiries@edencarers.co.uk

or Telephone 01768 890280. Please contact them for more information on services available

INFORMATION SHARING

Care professionals in England use an electronic record called the summary care record (SCR) This can provide those involved in your care with faster secure access to key information from your GP record. Please visit; www.digital.nhs.uk—summary care records for more information

PRACTICE MANAGER, Christine Wilkinson, values all comments made, and wishes to make your visit to the surgery as smooth as possible.

We will do our utmost to provide services for the individual need of our patient, their family & carers. We would expect our patients to keep appointments and treat our staff politely and with respect. The practice complies with relevant government legislation including Data Protection & Freedom of Information Act.

Please visit our website
www.kirkoswaldsurgery.co.uk

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read.

We want to know if you need a British Sign Language interpreter or advocate.

We want to know if we can support you to lip read or use a hearing aid or communication tool.

Please tell the receptionist when you arrive for your next appointment, or ring the surgery and let one of us know how we can help you.

Kirkoswald Surgery, Ravenshyll, Kirkoswald,
Penrith CA10 1DQ

Telephone: 01768 898560
01768 898560

Welcome to
Kirkoswald Surgery

www.kirkoswaldsurgery.co.uk

Telephone: 01768 898560



Dr Viv Purdy Bmed Sci BM BS DRCOG
MRCGP

Dr Joanna Hughes MB ChB DRCOG
MRCGP

Dr Juliet Rhodes BMed Sci BM BS
MRCGP

Kirkoswald Surgery,
Ravenshyll, Kirkoswald.
Penrith CA10 1DQ

Opening Times

MONDAY-FRIDAY

08:30 -18:30

07:30 - 08:00 am Tuesday or
Wednesday

Extended hours for patients who are unable to attend during core hours.

The Practice is also closed one afternoon per month for staff training. The list of dates are displayed in the waiting room, Surgery Notice board and on the website

SURGERY APPOINTMENT TIMES (GP)

Monday	08:30 – 11:30 15:30 – 18:00
Tuesday	08:30 – 11:30 15:30 – 18:00
Wednesday	08:30 – 11:30 15:30 – 18:00
Thursday	08:30 – 11:30 15:30 – 18:00
Friday	08:30 – 11:30 15:30 – 18:00

NURSE/HCA APPOINTMENT TIMES

(Teresa Brown, Claire Scott and Wendy Bird)

Monday	08:40 – 16:30
Tuesday	08:40 – 16:30
Wednesday	08:30 – 11:00
Thursday	08:40 – 17:30
Friday	08:40 – 16:30

Appointments

To make an **APPOINTMENT** please telephone the surgery **01768 898560** between 8:30 – 6:30 weekdays.

Our **RECEPTIONISTS**, Michaela Dixon and Zoe Mason will be able to assist you in any queries you have.

Our reception staff are important members of the practice team and it has been agreed that they should ask patients “why they need to be seen”.

We have trained our reception staff to ask certain questions to help make sure you receive;

1. The most appropriate medical care
2. From the most appropriate health professional
3. At the most appropriate time
4. Allocate the most appropriate length of time

Please remember to book in at reception when attending for your appointment.

Dr Viv Purdy, Dr Joanna Hughes and Dr Juliet Rhodes are happy to see all patients but if you would specifically wish to see a male doctor this can be arranged as we have male locum GP's working with us on a regular basis.

Home Visits

If you are too ill to attend surgery please request a home visit (before 10:30am if possible) giving as much detail as possible as to the nature of your illness.

Out of Hours

If you need medical help or advice when the surgery is closed please ring **NHS 111**

In an emergency please ring 999

Test Results

If you need to contact the surgery for test results please ring after 11 am.

Practice Nurses/HCA

Our Practice Nurses, Teresa Brown and Claire Scott and our Health Care Assistant Wendy Bird are available for consultation for a wide variety of health issues including; health checks, bloods, immunisations, smears, minor injuries, dressings, weight reduction, ear syringing, stop smoking and ECG'S

Chaperone

If you would like a chaperone during your consultation, please let the clinician know and they will be happy to arrange one for you.

Repeat Prescriptions

We are a **Dispensing Practice** and are able to Dispense to all patients living over 1 mile away from a Chemist.

Dispensary is headed by Angela Hope and the team, Zoe, Gill, Wendy and Beccy.

The dispensary gets very busy and we ask that you **allow 48 hours** for the processing of your repeat prescription. These may be ordered on-line (please ask for details) by telephone answer machine or drop in/post your prescription request form.