

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.

A team of **DISTRICT NURSES** are in regular contact with the surgery and are available to housebound patients to help with their care. They can be contacted on **01946 853333** or through the surgery.

ANTE-NATAL CARE if your pregnancy has been confirmed and you wish to continue with the pregnancy, please make an appointment with the Penrith Birthing Centre at Penrith Hospital on **01768 245558**. The centre offers pre-conceptual care and takes care of all ante natal to birth care.

If you do not wish to continue with the pregnancy please speak to your GP.

CARERS

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

OUR PRACTICE MANAGER,

Vanessa Corbishley, 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 needs 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 . 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

www.kirkoswaldsurgery.co.uk

Welcome to
Kirkoswald Surgery
www.kirkoswaldsurgery.co.uk
Telephone: 01768 898560



Dr Viv Purdy Bmed Sci BM BS DRCOG
MRCGP

Dr Juliet Rhodes BMed Sci BM BS
MRCGP

Dr Emily Chapman MBChB MRCGP

Kirkoswald Surgery,
Ravenshyll, Kirkoswald.

Opening Times

MONDAY-FRIDAY

08:00 to 18:30

Dispensary 08:30 to 18:00

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

GP SURGERY APPOINTMENT TIMES

Dr Purdy, Dr Rhodes and
Dr Chapman

| | | |
|-----------|-----------------|---------------|
| Monday | 08.30 – 12:45 / | 14:00 – 18:00 |
| Tuesday | 08.30 – 12:45 / | 14:00 – 18:00 |
| Wednesday | 08:30 – 12:45 / | 14:00 - 18:00 |
| Thursday | 08:30 – 12:45 / | 14:00 – 18:00 |

NURSE/HCA APPOINTMENT TIMES

Teresa Brown, Christine Bowman
and Georgette Noble

| | | |
|-----------|-----------------|---------------|
| Monday | 08:30 – 13:00 / | 15:00 - 18:00 |
| Tuesday | 08:30 – 13:00 / | 15:00 - 18:00 |
| Wednesday | 08:30 - 12:10 | |
| Thursday | 08:30 – 13:00 / | 15:00 - 18:00 |
| Friday | 08:30 – 13:00 / | 15:00—18:00 |

Appointments to speak to your GP

Since 2020 Kirkoswald Surgery has operated a telephone triage service which has enabled our GPs to help a greater number of patients on a daily basis, more promptly scheduling urgent treatment and home visits as required. Due to high demand, this service will continue and patients will only be asked to attend the surgery for a GP face to face appointment by the GP.

To request a telephone call back from the GP, on a day of your choice, please contact the surgery on **01768 898560** between the hours of 8:30 am – 6:30 pm, Monday to Friday.

Appointments to see your Practice Nurses or HCA

Please contact the surgery on **01768 898560**. Our Practice Nurses, Teresa Brown and Christine Bowman and our Health Care Assistant, Georgette Noble, are available for consultation on a wide variety of health issues including; health checks, bloods, immunisations, smears, minor injuries, dressings and ECG'S

Our **RECEPTIONISTS**, Jackie, Ruth, Michaela and Georgette 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.

E-Consults

You can now communicate with your GP by completing an E-Consult on our website www.Kirkoswaldsurgery.co.uk. This is an electronic form which can be used to request sick notes, treatment and/or advice. You can also upload photographs for the GP to view. These forms are available 24/7 and if necessary the GP will contact you during the next working day to discuss.

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. These can be viewed on Patient Access or the NHS App.

Patient Access

This is an online service available to all patients over the age of 18 years and provides 24/7 access to ordering medication on repeat, and some aspects of your medical record, test results, etc. This is also linked to your NHS App giving confirmation of your Covid vaccination status.

Repeat Prescriptions

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

We have a small team of dispensary staff comprising of Angela, Gill and Becky.

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 via **Patient Access**, by telephone answer machine or drop in/post your prescription request form. Please do not ring reception to order your medication.