



SURGERY

DERMATOLOGY

OPHTHALMOLOGY

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<http://www.cumbriamedicalservices.co.uk/about-us/>

Newsletter – Summer 2018

Being an active team of runners, cyclists and walkers, we have all thoroughly enjoyed the recent spell of beautiful weather and hope it may continue over the next few months.

CQC paid us a visit in March and we were thrilled to receive an excellent report in all the 5 key areas – safe, effective, caring, responsive and well led.

Unfortunately, they were unable to provide us with an overall rating in the same way as a GP surgery as we are classed as an independent organisation who are ineligible for ratings. Hopefully this will change in the future and we look forward to aiming for an outstanding rating next time they visit!

Their key findings were:

- The service had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the service learned from them and improved their processes.
- The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found it easy to access the service and reported that they were able to access care quickly.

- There was a strong focus on continuous learning and improvement at all levels of the organisation.

Please follow this link to read the full report

https://www.cqc.org.uk/sites/default/files/new_reports/AAAH2333.pdf

Finally, thank you to everyone who responded to the CQC's request for feedback, all of whom were so supportive of our service. We are always grateful to receive compliments on the standard of care, but we are not complacent and are also keen to hear of ways we can improve.

New build – Update

This is an exciting time for Cumbria Medical Services as we have had plans approved for a new medical centre to be built. This will be situated on Wakefield Road in Cockermouth. As this is a high risk flood area we have made the decision to build the new centre on stilts.

The new medical centre will treat around 175 patients each day. We are also hoping that the increase in number of patients coming to the town will greatly benefit the shops and cafes in the town. It will provide a reception area, consultation rooms, 2 operating theatres on the first floor and staff facilities and a meeting room on the second floor.

We will hopefully be able to provide a more comprehensive update on the developments of the centre in the Winter Newsletter.

New Members of Staff

It's been a busy time at Cumbria Medical Services with 3 new members of staff joining our team. **Ange Glencross** joined the management team as Assistant Practice Manager and **John Spargo** as a Business Analyst while **Kerrie Dowling** joined the Healthcare Assistant team.

Dr. Paula Denham



Dr Denham grew up in Cumbria and completed her medical degree at the University of Manchester, graduating in 1999. She completed her GP training in Cumbria and has worked locally as a GP since 2003. She obtained the Cardiff Diploma in Practical Dermatology during her GP training and has 4 earlier years' experience working in dermatology for Cumbria Medical Services and 8 years in the local hospital department. She has recently returned to work in the community dermatology clinic for Cumbria Medical Services.

Ophthalmology Information Sheet 1

BLEPHARITIS/MEIBOMIAN GLAND DYSFUNCTION

Blepharitis is a very common, long term eyelid condition with variable symptoms that can come and go. It is primarily a problem with the meibomian glands which become blocked and inflamed and subsequently interfere with the lubricant action of the tearfilm.

There are between 20-40 meibomian glands along the length of each eyelid margin, just behind the lashes. They secrete oils onto the surface of the eye, to lubricate it and to help stabilise the tears and keep them from evaporating too quickly. Blepharitis can cause the following symptoms:

- Dry, sore, gritty, itchy eyes
- Inflamed eyelids
- Crusty discharge on waking
- Fluctuating blurring of vision
- Excessive watering associated with discomfort
- Symptoms are often made worse by long spells at a computer or reading, air conditioning and draughts.

1. Images of blepharitis

bing.com/images



Treatment is limited to controlling symptoms rather than curing them. Symptoms can be stubborn and treatment may take up to 3 months or more to show improvement. The mainstay of treatment is a daily eyelid cleaning routine:

- **Hot Bathing:** heat a face cloth in hand hot water. Wring out excess water and place the warm cloth over the eyes. When cool, repeat this process maintaining heat on the eyes for a full 10 minutes. This essentially melts the oil which is blocking the meibomian glands.
- Purpose made eye pads filled with beads or seeds (eg Eyebag, Meibopatch, Optase) are available to purchase online or from your pharmacist and optometrist. These are simply heated in a microwave and retain their heat for a full 10 minutes making the whole process more effective and easy to do.
- **Lid Massage:** on completion of the hot bathing, gently massage the eyelids to help excrete the oils from the meibomian glands
- **Cleaning:** cleaning the lids with a soft pad dipped in a weak detergent solution (1-2 drops of baby shampoo in a cup of water) can help remove crusty discharge/debris.

If required, your ophthalmologist may prescribe lubricant, steroid or antibiotic drops to control your symptoms. In resistant cases, oral antibiotics for 3 months may be tried.

Comments

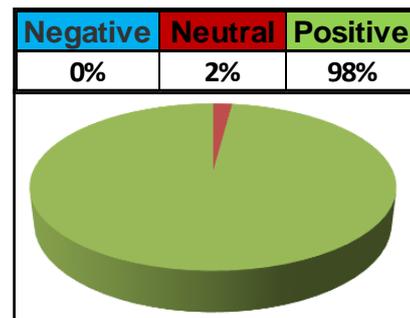
Everything about this clinic is very well organised, from receiving appointments to meeting the doctor.

I would like to express my gratitude to all the staff concerned, not only for their medical knowledge but more importantly for their understanding and kind procedures.

This team in Cumbria is unbelievably efficient. After seeing my GP I had an appointment at a clinic in my town the following week and a date for surgery about one month after that. As I was able to take the local anaesthetic option, disruption to normal life was minimal. I have had a lot of excellent care from the NHS over the years, but every step of this treatment pathway was exceptional and I would recommend the team to anyone.

Friends and Neighbours Rating – May 2018

Friends and Family Rating	Number	Percentage
Extremely Likely	161	81.3%
Likely	34	17.2%
Neither likely nor unlikely	3	1.5%
Unlikely	0	0.0%
Extremely unlikely	0	0.0%
Total	198	100%



170 Appointments Lost In 3 Months Due To Non Attendance

We would like to remind all our patients to ring the office to cancel their appointment if it is not needed or you find you can't attend on the day. A considerable amount of clinician's time is wasted when patients don't turn up and it is very frustrating when other patients could have been offered the appointment. We always hold a cancellation list so that patients can be informed of appointments when they become available at short notice.

We now operate a text messaging service and we are hoping this will greatly reduce the number of patients not attending for their appointment.

**We plan to include further helpful Information sheets in future.
What information you would find useful? What topics interest you?**

Let us know by email: info@cumbriamedicalservices.co.uk

Or by phone: 01900 23317