



CUMBRIA MEDICAL SERVICES



SURGERY

DERMATOLOGY

OPHTHALMOLOGY

[Closer to Home](#)

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

Introduction to First Newsletter – Winter 2018

Pauline Stuart, Manager, Cumbria Medical Services NHS

Welcome to the first edition of our newsletter. We hope you will find it useful, informative and a good way of keeping up to date with the services we offer and the venues we operate from. It will also provide a platform for sharing ideas to help us to improve the service we offer to the people of Cumbria.

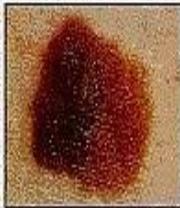
Prior to the development of Cumbria Medical Services in July 2013, Dr White and Dr Chaudhri worked as full time GPs in a large practice in West Cumbria. With years of dermatology and surgery experience behind them, they set up a GP with extended role (GPER) dermatology and minor skin surgery service on a small scale in 2008 for the population of West Cumbria. This quickly became popular with GPs and patients alike, with short waiting times and excellent patient feedback and it soon became apparent there was a demand for this type of service.

In July 2013 they took a giant leap of faith and left their practice in order to devote more time to developing and expanding the community service, thereby giving more people the chance to access care closer to home. In the past 4 years we have grown considerably and now see approximately 1,500 patients every month.

We offer a range of surgical procedures all performed under local anaesthetic, including hernia repair, no scalpel vasectomy, carpal tunnel and trigger finger release and diagnostic skin surgery as well as dermatology and ophthalmology services.

Checking Moles - when to be concerned

You should check your skin every few months for any new moles that develop (particularly after your teenage years, when new moles become less common) or any changes to existing moles. A mole can change in weeks or months. A helpful way to remember what to look for is to use the **ABCDE** method.

	Benign	Malignant	
A - Asymmetry	 Symmetrical	 Asymmetrical	Normal moles or freckles are completely symmetrical. If you were to draw a line through a normal spot, you would have two symmetrical halves. In cases of skin cancer, spots don't look the same on both sides.
B - Border	 Even edges	 Uneven edges	A mole or spot with blurry and/or jagged edges.
C - Colour	 One shade	 Two or more shades	A mole that is more than one hue is suspicious and needs to be evaluated by a doctor. Normal spots are usually one colour. This can include lightening or darkening of the mole. Melanoma cells usually continue to produce melanin, which accounts for the cancers appearing in mixed shades of tan, brown and black.
D - Diameter	 Smaller than 6 mm	 Larger than 6 mm	If it is larger than a pencil eraser (about 1/4 inch or 6mm), it needs to be examined by a doctor. This includes areas that do not have any other abnormalities (colour, border, asymmetry). But, don't be fooled by size alone - it can be smaller.
E - Elevation/ Evolving			Elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape, colour.

These cancers are rare, but if you have concerns please contact your GP practice.

Mission Statement and Values

We are committed to the principles of The NHS.

We are GPs with specialist skills which we have developed over many years in order to be able to provide specialist services in the community without the need to go to a hospital setting.

Patient experience is paramount. We are committed to the highest quality of healthcare and will always strive to do what is in your best interests.

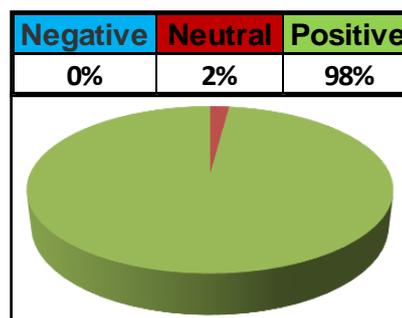
We will listen to you, try our best to meet your expectations and will not hesitate, if needed, to seek further advice from consultant colleagues.

If we are unable to manage your condition in the community we will refer, at your request, to another specialist or refer back to your GP. We will listen to your concerns and try our best to resolve any complaints you may have about our service or about your experience of using the service.

Dr Fayyaz Chaudhri and Dr Martin White

Friends and Neighbours Rating – September 2017

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%



462 Appointments Lost In 6 Months Due To Non Attendance

Please can we remind you to ring the office to cancel your appointment if you no longer need it 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 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 233170

What Do You Think Of Our Services?

www.cumbriamedicalservices.co.uk

Given the nature of our Service and the geographical spread of service centres it is proposed to form a Virtual Patient Participation Group (VPPG) and we would love to hear from patients who would be interested in contributing in any way to this.

This could be through PPG Meetings, by email, letter or online at www.iwantgreatcare.org or via our website.

The aim is to:

- Regularly review patient feedback to consider areas for improvement
- Take into account views from GP practices, Healthwatch and the local hospitals.
- Encourage patients to take greater responsibility for their own and their families health
- Maintain regular communication with patients and practice
- Carry out research into the views of patients using the service and discuss the findings with CMS.

The VPPG is not a channel for complaints or to consider personal medical issues as there is a well-established system in place to deal with these.

**To contribute please email: arthurcarrppg@gmail.com
Or hand the following portion in to clinic reception**



Yes I want to be part of
the patient group:



Name:



Address:



Telephone:



Email: