

# CUMBERLAND HOUSE PRACTICE NEWSLETTER

SPRING 2025



**Armed Forces veteran  
friendly accredited  
GP practice**

## Veteran Friendly Practice

Did you know that Cumberland House has been a Veteran Friendly practice since May 2019.

When a patient registers at the surgery we ask if they have served in the Armed Forces, if they have, we code their medical records stating 'Military Veteran'. We also have posters up in the practice asking patients to let us know if they are a Military Veteran.

A Military Veteran is someone who served in the Armed Forces for one day or more.

Having it flagged on your medical records that you are a Military Veteran means that it will help ensure that you are able to access any specific Veterans' health services, such as those for mental health, hearing loss, limb amputation and wheelchairs.

If you have a medical condition that occurred whilst you were in the military, you may be entitled to a shorter hospital waiting list.

With your consent you may be referred to specific service charities such as SSAFA, Royal British Legion, BLESMA or Help for Heroes. They can offer significant help and support.

Patients who do not have a mobile telephone will be contacted to book their appointment either by a phone call or by letter.



## Join our Patient Participation Group

The patient participation group is a group of volunteer patients who meet quarterly with the management team to discuss matters of operational interest and importance.

Items on the agenda include seasonal priorities such as flu and Covid vaccinations, the appointment system and patient feedback.

At our last meeting we informed our members about a public consultation on proposed changes to gluten free prescribing and medicines waste campaign "Only Order What You Need".

If you have two hours to spare, four times a year and would like to help your practice please get in touch with reception and they will give you further details on how to join.



Think about visiting your pharmacy for problems such as earache, impetigo, infected insect bites, shingles, sinusitis, sore throat and uncomplicated urinary tract infections.



## Covid vaccinations – Spring boosters

Covid boosters are now being offered to:

- Over 75s
- Nursing home residents
- Patients in a clinical risk group advised by NHS England.

The practice will be holding joint clinics with the other 5 practices in Waters Green Medical Centre. Booking links have been sent out to eligible patients.

Patients who do not have a mobile phone will be contacted by telephone or by letter offering them an appointment.

Please support your practice and book in with your GP.



## New long-acting contraceptive fitting service

Dr Kristina Milne – Salaried GP at the surgery has started a new service fitting and removing coils. These are for contraception and HRT.

We are also now booking in women for the contraceptive implants.

If you are interested in any of these services please get in touch with the practice.



## Spotlight on Reception

There are 6 members of the reception team and several other administrators who quite often cover in reception as well.

They are always ready to take calls and welcome patients when they visit.

This team do lots of tasks within the surgery eg:

- Register new patients.
- Complete daily tasks in our patient management and electronic document management system.

In February the team completed 129 tasks, took 5,883 calls and booked 4,587 appointments. I think you will agree we have a great team!



## Digital Front Door

Have you seen our Digital Front Door? Go to our website to have a look –

[www.cumberlandhousesurgery.nhs.uk](http://www.cumberlandhousesurgery.nhs.uk)

You can book appointments online, look for advice on self-care, self-referrals and send in administrative requests to the practice.