

RAMSEY HEALTH CENTRE



NEWSLETTER



DECEMBER 2009

CHANGES TO THE APPOINTMENT SYSTEM

We are currently experiencing a high demand for appointments with our GPs. To meet this demand we have increased our appointments by up to 50% with the addition of our "Extras" Clinic.

This new clinic will run daily from Monday to Friday between 10:30am and lunchtime. The appointments will be released on the day and will enable us to offer more of our Patients an appointment with a GP.

The clinic will be shared by all our GPs that are in that day. We will not be able to offer a named GP for these appointments.

We will continue to offer routine pre-bookable and routine book on the day appointments with a named GP. In addition our Duty Dr will be available for urgent requests.

Dr S Brown
Managing Partner

PATIENT PARTICIPATION GROUP

In the New Year we hope to set up a Patient Participation Group for Ramsey Health Centre and we are looking for volunteers from our patient population to join with us.

The key aims of the Group would be:

- * To promote awareness of our services
- * Obtain feedback from patients on meeting objectives
- * Share concerns, ideas and suggestions with patients

If you are interested in being part of this

group please contact Mrs Julie White, Patient Services Supervisor on 01487 812611 OR email at

Julie.White@gp-D81059.nhs.uk

*We would
like to
Wish
All our
patients
a very*



*Merry
Christmas
&
Happy
New Year*

MATERNITY SERVICES



Gerry Consoli

Community
Midwife

Gerry Consoli is the named Midwife for Ramsey Health Centre and works as part of Hinchingsbrook's Fenland Community Midwives Team

She holds two clinics per week at the Health Centre:

On Thursday morning there is a Preg-

nancy bookings clinic

On Wednesday afternoons there is a routine Antenatal clinic.

If you wish to contact the midwife outside these clinics you can leave a non-urgent messages on their answer phone 01354 644366.

When you see a GP regarding pregnancy your details will be passed to the Midwife and she will make contact with you in the first instance. Subsequent to this you will be able to book appointments through Patient Services Team.

IMPORTANT CHANGES—PRESCRIPTIONS



We have reorganized our working practices for non-dispensing and dispensing patients.

If you normally collect a paper prescription from the Ramsey Health Centre and take it to the Chemist please now

contact Reception.

If you collect your medications from Ramsey Health Centre and not from the Chemist then please call at Dispensary as usual.

These changes will enable our patients to collect medications and prescriptions more easily.

All requests for repeat medications need to be in writing or by fax, or e-repeat please

RECEPTION & DISPENSARY NEWS



We have recently installed an electronic Patient Information board in our Reception which we hope will not only provide something to watch whilst you are waiting for your appointment but will also enable us to inform you of clinics and services available from the Practice.

The system was provided by Sir Alan Sugar's com-

pany which is headed by this year's Apprentice winner Yasmina Siadatar who we hope will be visiting Ramsey Health Centre later this month.

We now play Radio 2 in our Reception area to provide entertainment and also to provide privacy to patients at the front reception desk.

DISPENSARY HOURS

The temporary opening hours for Dispensary are Mon, Tue, Thu & Fri

0800 to 1230

1430 to 6pm

&

Wednesdays

0800 to 1230

(Closed all afternoon)

SWINE FLU

What are the symptoms?

Some of the symptoms are the sudden onset of **fever, cough or shortness of breath**. Other symptoms include headache, sore throat, tiredness, aching muscles, chills, sneezing, runny nose or loss of appetite.

If you think you might have swine flu please **STAY AT HOME**.

If possible check your symptoms on the nhs website:

www.nhs.uk

or

call the National Swine Flu

Information Line on

0800 1 513513

Please do not come into the Surgery or local A&E department unless you are advised to do so or you are seriously ill because you might spread the illness to others. Please as a "flu friend" to go out for you.

Catching swine flu will feel like seasonal flu so:

* Stay at home and rest

* Take medicines like aspirin, ibuprofen or paracetamol (following the instructions—children under 16 should not be given aspirin or ready made flu remedies)

Drink plenty of fluids



SWINE FLU VACCINATION

The vaccination programme for H1N1 (Swine Flu) is now underway.

We have received the initial delivery of vaccinations and in accordance with National Guidelines are contacting our patients to arrange appointments.

Initially we will be tar-

getting those persons under the age of 65 who are deemed "at risk" and pregnant ladies.

Household contacts of immunocompromised individuals and patients over 65 "at risk" will be contacted in Phase II.

We hope to be able to offer the vaccina-

tion to children over 6 months but under 5 years from January and are working hard to have this in place as soon as possible.

Swine Flu continues to be a mild illness for the majority of patients.

COUGHS
&
SNEEZES
SPREAD
DISEASES

CAMQUIT

Camquit provide a telephone counseling call back service so people can quit smoking over the phone.

The service is available from 9:30am to 8:30pm Mon to Fri and 10am to 2pm at weekends.

You can receive support over 6

weeks, including vouchers for NRT just by calling **0800 018 4304** and select **Option 1**.

CAMQUIT is an NHS specialist service providing advice, information and support to local people within Cambridgeshire to help them stop smoking.



HELP TO
STOP
SMOKING

Department of Podiatric Services – Huntingdon

The Ramsey Health Centre Podiatry Clinic generally operates on Monday and Tuesday each week. Transport Clinics are run some Thursday afternoons and additional clinics may be added to prevent extending waiting times.

The Ramsey Podiatry Clinic is part of The Huntingdon branch of Cambridgeshire Community Services Podiatric Department, which offers a full range of Podiatry services including :

- Curative treatments for foot lesions that will respond to a course of treatment
- Continuing care for patients assessed as high risk
- Laser therapy
- Nail surgery
- Day foot surgery without hospital admission
- Assessment of foot health and function
- Appliance prescription and manufacture

The referral criteria currently in use for GP's, other Health Care Professionals and self referral is as follows -

HIGH RISK – ELIGIBLE FOR FREE NHS TREATMENT

Acute or chronic debilitating condition of the patients lower leg/foot, or acute systemic disease which threatens loss of limb and/or is having a major impact on mobility or function. eg. compromised immune system, vascular insufficiency, neurological dysfunction etc.

MEDIUM RISK – ELIGIBLE FOR SHORT COURSE OF FREE NHS TREATMENT

Podiatric conditions which will respond to short term intervention and education to prevent recurrence. Permanent damage of the limb is unlikely to occur and mobility and function are not seriously compromised long term eg. conditions that will respond to surgical intervention – correction of digital deformity, simple and complex, hallux valgus, hallux limitus, hallux rigidus, exostoses removal, neuroma excision, ganglion / cyst excision, tendon lengthening, in growing toenails, scar remodelling by plastic surgery, digital amputation etc.

Local steroid treatments

Low powered therapeutic laser therapy

LOW RISK – NOT ELIGIBLE FOR FREE NHS TREATMENT

Podiatric conditions which are unlikely to compromise health or lead to permanent damage or loss of limb, but may well require regular treatment. E.g. cutting of toenails, debridement of corns or callus etc.

Anyone over the age of 60 may self refer using a form available at all GP practices.

For all under this age or anyone requiring a surgical assessment, a referral by GP or Health Care Professional is required.



Department of Podiatric
Services

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