

# RAMSEY HEALTH CENTRE NEWSLETTER Spring/Summer 2023



## MESSAGE FROM THE PARTNERS

### Inside this issue:

Message from the Partners	1	So much has happened since our last practice newsletter in 2021. Back then, we were still in the midst of a global pandemic, struggling with all the demands of social distancing, lockdowns and infection control, not to mention dealing with the emotional burden of worry, loss and separation from loved ones.
Long Term Condition reviews	1	Here we are, two years on - and whilst the pandemic has left a legacy of severe challenges for the NHS (including increased waiting times and staff shortages) the Ramsey Health Centre Team is still here, and still committed to providing you with the best possible care that we can.
Staff Changes	2	The demands of the pandemic brought many changes to the way general practice works, some of which have been beneficial and which we will continue to explore. Having to find new ways of working encouraged all of us to become proficient with new technologies that allow us to connect with patients, despite not always being able to meet face-to-face. Video consultation and apps that allow patients to upload photographs to aid the doctor while consulting at a distance have now become an everyday part of general practice and we will continue to use these where appropriate.
Requesting extracts from medical records —A change of policy	2	As you will be aware from news media reports, the entire general practice system in the UK is struggling to cope with underinvestment and the ever-increasing demand for appointments. We want you to know that we understand and share your frustration if you have difficulties accessing services. Our staff will always do their best to help you, but post-pandemic there has undoubtedly been an increase in demanding and sometimes hostile behaviour from patients towards our staff. Please remember to treat our staff with politeness and respect – a little kindness goes a long way.
Messages from Dispensary	2	As we head toward the warmer weather and hopefully a long, sunny summer we look forward to continuing to support you and your family with your health needs.
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## LONG TERM CONDITION REVIEWS

### Celebrating your birthday this month? Don't forget to book your annual Long Term Condition (LTC) review!

The Practice has made a change to how we review patients with long term conditions (LTCs) such as diabetes, asthma, COPD and cardiovascular disease. We hope that this new process will be more efficient & less time consuming for our patients, especially for those who may have more than one LTC.

You will now receive ONE annual invitation and all your LTCs will be reviewed at the same time. We will send you an invitation in your birth month asking you to ring reception to book your appointment, or you may receive a text with a link to book into a designated clinic. If you haven't received anything in your birth month and feel you may be due a review, please do not hesitate to contact us. **(Continued on back page...)**





## STAFF CHANGES

We are sorry to say that Dr Ben Curtis will be leaving Ramsey Health Centre for a new practice closer to his home in July this year. Dr Curtis has been a fixture at Ramsey Health Centre since first working with us as a GP Registrar in 2014. The Ramsey Health Centre Team will miss him greatly and wish him all the very best for the future. We are actively recruiting to fill his post and will keep patients updated.

In the meantime, our medical team are well-supported by the wider RHC clinical team which has expanded over the last two years to include clinical pharmacists, paramedics, physiotherapists and other associated roles.

In the last two years, we have had many changes to our staff and we will shortly be updating our reception photo boards to introduce you to all the new faces.

## REQUESTING EXTRACTS/COPIES FROM YOUR MEDICAL RECORDS — A CHANGE OF POLICY

From 1<sup>st</sup> August 2023 Ramsey Health Centre will no longer be able to provide a same-day service for extracts from medical records, such as requests for blood results, copies of letters, summaries and consultation notes, etc.

Whilst all patients are entitled to request information from their medical records, the vast majority of the material that is requested is already freely available for patients to access themselves, via the NHS App or Online Services.

The NHS App and Online Services were specifically introduced to make it easier for patients to access their own medical information without having to ask surgery staff for help. Where patients choose not to use these services (or are unable to do so), we will of course continue to provide the material; however, we will be sticking strictly to the provisions of the relevant legislation (The Data Protection Act 2018). This allows us up to a month to provide the requested material. We will take your request and contact you when the material is available.

We would like to encourage you to investigate and consider signing up for either Online Services or the NHS App if you are able to do so, so that you can access your own medical information at will. As well as being safe, secure and instantly accessible, these services greatly reduce the workload burden that the multitude of daily requests places on our reception and administrative staff.

Information leaflets about the NHS App and Online Services are available from reception. Please speak to a member of our reception staff if you have questions about accessing these services.

## MESSAGES FROM THE DISPENSARY

As we head towards the holiday season, may we please remind patients to think ahead and request medication in good time if they require it dispensed earlier than usual due to holiday dates? Dispensing of prescriptions requires three working days' notice.

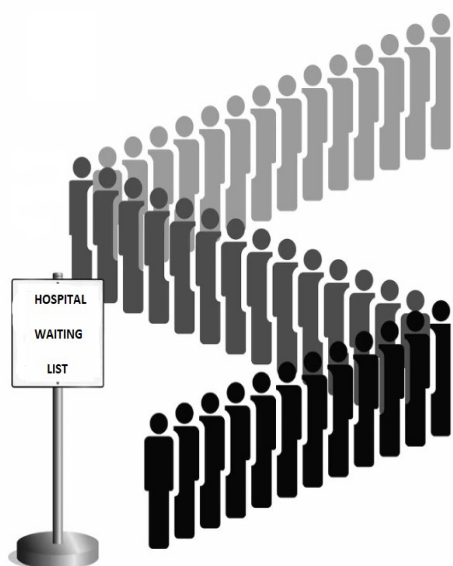
The current prescription charge for those who pay for prescriptions is £9.65 per item. A prepayment certificate (PPC) could save you money on NHS prescription costs.

- A 3-month PPC costs £31.25
- A 12 month PPC is £111.60
- A 12 month PPC for hormone replacement therapy (HRT) only is £19.30

Please ask at dispensary for further information.



## NHS HOSPITAL WAITING LISTS



Many NHS patients who have been referred to a hospital specialist by their GP are currently stuck on waiting lists for appointments, as the hospitals struggle with the treatment backlogs created by the Covid pandemic and general understaffing/under-resourcing of the NHS.

Whilst we appreciate how frustrating this is for patients, GP practices are receiving increasing numbers of calls from patients who are ringing to complain about hospital waiting times. These calls (which should really be directed to the hospital) create additional work for practice staff and lead to backlogs and waiting times for GP appointments.

Unfortunately, your GP does not have any way to magically shorten hospital waiting times, nor do our staff have any influence over the way the hospitals are managing their waiting lists.

Complaints about hospital waiting times need to be directed to the hospital and not to your GP surgery. You may not be aware, but all our local hospitals have dedicated teams available to help you with any queries or problems, including complaints or questions about waiting times. This is the **Patient Advice and Liaison Service (PALS)** and they help manage your journey through the NHS following referral by your GP. They have access to information about waiting times and appointments that we do not. They are ideally placed to help you. Their phone numbers and email addresses are as follows:-

<b>Hinchingbrooke Hospital</b>	<b>Tel: 01480 428964</b>	<b>e-mail: <a href="mailto:hch-tr.pals@nhs.net">hch-tr.pals@nhs.net</a></b>
<b>Peterborough City Hospital</b>	<b>Tel: 01733 673405</b>	<b>e-mail: <a href="mailto:nwangliaff.pals@nhs.net">nwangliaff.pals@nhs.net</a></b>
<b>Addenbrooke's Hospital</b>	<b>Tel: 01223 216756</b>	<b>e-mail: <a href="mailto:cuh.pals@nhs.net">cuh.pals@nhs.net</a></b>
<b>Royal Papworth Hospital</b>	<b>Tel: 01223 638896</b>	<b>e-mail: <a href="mailto:papworth.pals@nhs.net">papworth.pals@nhs.net</a></b>

Details on current waiting times for Hinchingbrooke and Peterborough City hospitals can be accessed at the My Planned Care website: <https://www.myplannedcare.nhs.uk/>

## Patient Participation Group Meeting



The next meeting of the Ramsey Health Centre Patient Participation Group (PPG) will take place on Tuesday 13th Jun 2023, 1—2 pm at Ramsey Health Centre.

Joining your surgery's PPG is a great way for you to get involved with decisions at your local practice. Speak to the receptionist for more information or email us at: [ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net)

**Ramsey Health Centre**

Mews Close, Ramsey, Huntingdon, PE26 1BP Phone: 01487 812611,

E-mail address: Ramsey.health-centre@nhs.net

Web site: www.ramseyhealthcentre.co.uk

**Surgery Opening Times**

Monday	8.00am to 1.00pm, 2.00pm to 6.00pm
Tuesday	8.00am to 1.00pm, 2.00pm to 6.00pm
Wednesday	8.00 am to 1.00 pm, 2.00pm to 6.00pm
Thursday	8.00am to 1.00pm, 2.00pm to 6.00pm
Friday	8.00am to 1.00pm, 2.00pm to 6.00pm

Please cut out and keep these contact details handy. Cards with this information on can be collected from the Reception Desk.

**Would you like to receive future copies of the Ramsey Health Centre Newsletter by email?**

**See our website at**

**www.ramseyhealthcentre.co.uk for details, call us on 01487 812611, or email us: ramsey.health-centre@nhs.net**

Dispensary Opening Times:

Mon to Fri 08:00 - 13:00 and 15:00 - 18:00

## LONG TERM CONDITION REVIEWS (continued)

(continued from front page)

Additionally, we will send out online questionnaires to collect some information before your appointment.

If you don't receive text messages from us and you would like to, then please contact us to ensure we have your mobile number and consent that you are happy for us to save it as your preferred contact method.

You will be booked for an 'Initial LTC appointment' for which you will need to attend the surgery. At this appointment any initial tests needed will be carried out such as blood tests, blood pressure checks, height, weight, foot checks for diabetics.

If you need a further review with a nurse or GP, this will be booked for a later date although in some cases this will not be required depending on your LTC. Some conditions may also require an interim review & this will be discussed at the annual review where appropriate.

You may find that the period between your last review and your next review is more or less than 12 months as this will enable us at the Surgery to transition over to our new review process.

This new process of managing long term conditions means that we can take a comprehensive look at your overall health rather than focusing on each conditions separately. We hope that this change will help patients in the management of their health and ensuring that they have their annual health MOT!