



WINTER NEWSLETTER

Ramsey Health Centre

Winter
NOVEMBER 2010

MESSAGE TO OUR PATIENTS

For over 25 years, we have been really proud of the quality of healthcare we offer at Ramsey Health Centre. We are absolutely determined to offer the best possible care for each and every one of our patients and understand that sometimes it seems to be difficult to see a doctor.

We guarantee that on every single weekday, if someone tells us they want to see or speak to a doctor, then they can. Most of us have heard of practices elsewhere in the country where people say they can't be seen by a doctor for days or weeks. No-one should ever be able to say this about Ramsey Health Centre. On a typical day about 70 people ask to be seen on the same day. We therefore have to keep reserved time for them. Unfortunately this takes away from pre-booked appointment time otherwise we simply wouldn't have the time available to see them – and we won't turn people away.

Whilst we really do want our patients to see the same doctor whenever possible, sometimes we know this is very difficult. Professor Haslam, for instance, after working here for 34 years is now very part time and spends the rest of his week working in London on healthcare policy which affects the whole NHS. Dr Simon Brown is leading Huntingdonshire in the Government's new plans for GPs taking the lead in running the NHS. Dr Twelves is involved with reorganising healthcare nationally and medicines management both locally and nationally. As a result they can't be here as often as you - or they might wish – but we hope you will be very happy with the rest of our excellent team of doctors and nurses. In particular we are absolutely delighted that Dr Nikul Patel has now become a full-time partner here.

We have struggled over the past few months as Dr Roy and Dr Schofield have been on maternity leave. We are delighted to say that they both have beautiful babies. Recruiting replacement doctors has been very difficult and continues to be a long and protracted process to ensure we attract the very best.

In seeking further improvements, we plan to trial more email consultations for those who might prefer them in certain circumstances. Many problems can be dealt with on the phone so please do use telephone consultations if you really don't need to be seen face-to-face. If you leave a number, a doctor will call you back.

Our recently reformed Patient Partnership Group (PPG) has, amongst other valuable contributions, asked us not to keep changing the system. The changes we've brought in over the years have all been designed to try and make it easier for you to see us. Some have worked. Some haven't. But we have listened to their excellent advice.

So – rest assured – we will do everything we can to offer you the **very** best care. We know you deserve nothing less.

David Haslam, Simon Brown, Luke Twelves, Lynda Brown, Nikul Patel – Partners



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Repeat Prescriptions

Although it is early to think about it, please plan for your medication needs over the Christmas period. If you going away and need your prescription early please explain this on your request.



Pneumonia: do I need a vaccine?

Pneumonia is an infection in your lungs. It can be very serious, especially if you are older or in poor health. So, for some groups of people, doctors recommend vaccination to help prevent it.



The pneumococcal vaccine is designed to protect against the most common type of pneumonia. The bacteria in the vaccine are dead and can't harm you. The pneumococcal vaccine can't give you pneumonia or any other illness, although your arm may be a little sore where you have the injection.

As a side effect, a few people get a temperature and joint or muscle pain.

You only need the pneumococcal vaccine once.

Vaccination is recommended if:

- You are aged 65 or older
- You have a long term illness, such as diabetes, heart disease, kidney disease, liver disease, sickle cell disease or a problem with your spleen.

Young Persons' Sexual Health Clinic

The Young Persons Sexual Health Clinic has a new team of nurses and receptionist, providing a friendly, approachable, non-judgmental and professional service. The clinic provides free of charge:



Under 25s Health Clinic

Condoms

Free contraception

Testing for sexually transmitted infections

Emergency Contraception

Pregnancy testing

Sexual health advice

The clinic offers a confidential service to all our patients, including under 16s. Please drop in on Wednesday afternoons between 3 and 5.30pm.



Christmas Opening Hours



Ramsey Health Centre will close for routine appointments at 1pm on Friday 24th December. However there will be Emergency Cover provided until 6pm.

The Health Centre will remain closed until 8am on Wednesday 29th December.

Urgent Care Cambridgeshire (UCC) will provide out of hours services. They are available at both Doddington and Hinchingsbrooke Hospitals

Their number is **0330 1239131**

or alternatively

You can call the Ramsey Health Centre number as our telephones will be diverted to them.



ASTHMA & COPD (Chronic Obstructive Pulmonary Disease)

Asthma and COPD are two respiratory conditions which can be diagnosed using specialist equipment, treated and monitored here at Ramsey Health Centre by our specially trained clinical staff.

Over 5 million adults and children are affected by asthma in the UK, roughly 1 in 25 adults and 1 in 7 children have asthma. Asthma is an inflammatory condition, symptoms can vary from mild to severe, and the main symptoms are cough - wheeze - tightness in the chest - breathlessness. Symptoms are often triggered by pollen, dust, pets, smoke, pollutants or viral illness. The main treatments for asthma come in the form of inhalers which can reduce the inflammation and relieve the symptoms. It is very important these inhalers are taken correctly so they are most effective and of benefit. An annual review with our asthma nurse provides an opportunity to discuss your symptoms, assess the need and type of treatment that best suits you, review your medication and offer advice regarding self monitoring and management.

Over 3.7 million people in the UK are affected by COPD, though this figure probably should be higher as COPD is currently under-diagnosed as many people with symptoms present late on in the disease. COPD causes airflow obstruction and its main cause is smoking. The main symptoms are cough and breathlessness especially on exertion. Diagnosis involves a simple breathing test (spirometry) that takes approximately 15 minutes and can be carried out here at Ramsey Health Centre by our specialist respiratory nurse. The main treatment for COPD comes in the form of an inhaler which can relieve symptoms such as cough and breathlessness. An annual review by our respiratory nurse provides an opportunity for you to discuss your symptoms, monitor any changes in your condition and alter treatment if needed, she can also offer advice on managing your symptoms as well as offering rehabilitation advice. Anyone over the age of 35 who smokes or has a past history of smoking and has symptoms of breathlessness can contact the surgery and arrange an appointment with the respiratory nurse for an assessment and possible spirometry test as early diagnosis can help slow its progression. The main advice is to stop smoking, we offer smoking cessation advice, support and nicotine replacement therapy.



Practice Nurse appointments are available Mon—Fri from 8.20am to 5.30pm

Health Checks

If you are aged between 40 & 74 yrs old & would like a Health Check (including cholesterol test) please book a 20 min appt with our Practice Nurse.



FLU VACCINATIONS

Flu is a highly infectious respiratory illness. It spreads rapidly through the coughs and sneezes of infected people.

The seasonal flu vaccine contains different types of flu virus, which are grown in hens' eggs. They are then inactivated (killed) and purified before being made

into the vaccine. Because the flu virus is continually changing and different types circulate each winter, a new flu vaccine has to be produced each year. The H1N1 flu virus will be one of the main strains of seasonal flu this winter (2010-11) and has therefore been included in the 2010/11 seasonal

flu vaccine.

The guidance for pregnant women this year is that if you fall within one of the clinical risk groups (asthmatic, diabetic etc) you should have the vaccine. But in addition, all pregnant women (after 1st trimester only) should have the seasonal vaccination





PATIENT PARTNERSHIP GROUP (PPG)

The Ramsey Health Centre PPG has recently reformed. We meet regularly to discuss healthcare issues and gain feedback from our patients. The PPG engages in activities which benefit and enhance the work of the Practice, and acts as a useful sounding board for change.

The PPG is a way in which you as a patient can take an active interest in your own healthcare.

Interested?

Why not come and join us?

Please leave your details with a member of staff call us on 01487 812611 or email

Ramsey.health-centre@nhs.net

UNABLE TO ATTEND

FOR YOUR APPOINTMENT?

If you are unable to attend for your appointment please let us know. So that we can offer it to another patient.

We have a dedicated number that you may leave a voicemail message on or send a text to cancel your appointment.

07907 794417

Alternatively you can call the Surgery on

01487 812611

In October this year 213 appointments were lost through non attendance, so please let us know if you are unable to attend.

Thank you



Promote your Practice

We, at Ramsey Health Centre, are constantly aiming to achieve the highest possible standard of care for our patients.

When we fall short of this standard we invite our Patients to raise their concerns with us and always endeavour to learn from our mistakes and improve our standards.

However we also receive many laudatory comments from our Patients of which we are very proud and grateful.

In today's NHS we are constantly being asked to meet targets and achieve certain quality standards. Ramsey Health Centre is no exception and the comments and observa-

tions that you make on NHS Surveys regarding our quality of care and facilities has a direct affect on how we are scored alongside other Practices within Cambridgeshire PCT.

Those people who have a strong opinion (either positive or negative) are the most likely to complete such Surveys.

We know from many of our patients that we are meeting their needs and that they are very satisfied with the Practice but as is often the case the positives are overshadowed by the negative.

We therefore ask that **all** patients who receive Surveys regarding Ramsey Health Cen-

tre complete and return them and express their views and opinions.

NHS CHOICES

NHS Choices is a web page showing GP Practices and hospitals in your local area. On this site you can rate your Practice. If you wish to post a comment on this web page please visit: www.nhs.uk

