



# RAMSEY HEALTH CENTRE NEWSLETTER AUTUMN 2017



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It might seem a little early (and perhaps a bit pessimistic!) to start thinking about the end of Summer but as the Autumn approaches, it's time for those at greatest risk from flu to protect themselves and their families by getting a flu jab.

Flu is a highly contagious infection that anyone can catch, and it can be a really serious illness for some. Those at greater risk from flu include people aged 65 or over, pregnant women, and those with serious health conditions.

Ramsey Health Centre will be holding a **Walk-In Flu clinic** for our registered patients on **Saturday 23rd September from 8.00 am to 1.00 pm.** We will be offering free flu jabs to high-risk patients — please see the posters in the health centre, check our website or ask at reception to check your eligibility.

If you are unable to attend the Walk-In clinic, you can make a routine appointment with one of our nurse team for your flu jab. Please contact Patient Services on 01487 812611 or call at reception to make an appointment.

## NEW POLICY ON NON-ATTENDANCE OF APPOINTMENTS

Whilst the majority of our patients are very responsible and respectful of the need not to waste NHS resources, we continue to experience large numbers of wasted appointment slots, where patients fail to attend an appointment without notifying us of a cancellation.

In order to tackle this problem, from 1<sup>st</sup> August 2017, Ramsey Health Centre is enforcing a new policy on missed appointments.

Any patient who fails to attend three of their appointments in a twelve month period (without cancelling them), **will be removed from our patient list and will need to find an alternative practice to register with.**

A written warning will be sent after two missed appointments and then, if a further appointment is missed, you will be removed from our list without further warning.



## Staff Changes at Ramsey Health Centre

**Patient Services:** Over recent months we have said farewell to Hayley Kersten, Hayley Hicks and Natalie Jarvis who have moved on - we wish them all well in their future endeavours. We are pleased to welcome three new Patient Services staff members: **Chloe Payne**, **Carol Lavender**, and **Jackie Antrobus**.

**Dispensary:** We welcome a new staff member to the dispensary team: **Ruth Whipkey** is our Dispensary Receptionist.

**GPs:** We welcome two new GP registrars, **Dr Omer Aga** and **Dr Edward Wu** who will be working with us over forthcoming months. We are delighted to say that our previous GP Registrar, **Dr Ami Handa**, will be returning as a permanent member of the GP Team.

**Practice Management:** We were sad to say goodbye to Practice Manager **Grace Roberts** who left in August. After a long career at Ramsey Health Centre she will be greatly missed and we wish her well for the future.



### We are sorry...

... that Ramsey Health Centre is not able to accept American Express cards due to excessive charges. We are able to accept other main credit and debit cards and cash for any payments you may need to make to the health centre. Due to absence of banking facilities in Ramsey, we regret that we are also no longer able to accept cheques.

We are also sorry that there is currently a technical fault on our telephones. Option 2 (prescription enquiries) is faulty and we are unable to get the message changed. Please direct prescription enquiries to Patient Services on Option 1. The staff will be able to transfer you to the dispensary.

## OUR E-MAIL POLICY EXPLAINED

A number of patients have asked us why the practice does not make more use of email - for example to send correspondence and test results directly to patients if they request this. Patients also sometimes ask why they can't have an email conversation with their GP instead of a consultation.

Our email policy reflects our responsibilities (under the Data Protection Act) to ensure that sensitive, personal information (like your medical information) is at all times kept and transmitted securely and confidentially.

Whilst most email accounts are sufficiently secure for sending out general information to our patients (i.e. practice updates and information like this newsletter), we cannot guarantee the security of individual patients' confidential medical data if it is transmitted outside of the secure, encrypted nhs.net system.

Changes and advances in security of data transmission and encryption may mean that our policy can change in the future, but for now, we regret that we are unable to use email to send confidential patient information.



## Medication at School

There have been a number of instances recently where parents of school-age children have requested that over-the-counter medicines be prescribed for their children. This was because the school had apparently declined to administer any medication to their child that had not been prescribed by a doctor.

This had meant that some schools were refusing to administer medicines such as Paracetamol or Ibuprofen on the basis that these medicines had not been prescribed.

This situation appears to have arisen from schools following out-dated guidance issued by the government, which previously (pre-2015) had indicated that schools should only agree to administer medication that had been prescribed by a doctor.

**This guidance was amended in 2015 and currently states that non-prescription medication can be administered by the school to children where there is parents' prior written consent.**

## IMMUNISATIONS UPDATE

As well as ensuring that you are protected against the flu this season, there are a number of other immunisations you may be eligible to receive.

### **Pneumococcal Vaccine (Pneumovax ®)**

This one-off vaccine will protect you against serious forms of pneumococcal infection which can cause septicaemia and meningitis. The pneumococcal vaccine is available to patients who are over 65 or have a chronic health condition. If you have not yet had the pneumococcal vaccine please check your eligibility with our staff at reception. It can be given at the same time as the flu jab, so why not have both together and get protected?

### **Shingles Vaccine (Zostavax ®)**

Shingles, also known as herpes zoster, is a painful skin rash caused by the reactivation of the chickenpox virus (varicella-zoster virus) in people who have previously had chickenpox. It begins with a burning sensation in the skin, followed by a rash of very painful fluid-filled blisters that can then burst and turn into sores before healing. This year the vaccine is available for anybody who is 70 years old, anybody in their 70s and born after 1st September 1942, and anybody 78 years old (or 79 who has previously missed the vaccine.)

### **Hepatitis A and Hepatitis B Vaccine—Current shortage**

There is currently a global shortage of Hepatitis vaccine which has been caused by problems in the manufacturing process. Public Health England, working with NHS England, the Department of Health and the manufacturers, have put in place a series of measures so that the NHS and other providers can use the available vaccine for those at highest immediate risk. Measures are expected to continue until the beginning of 2018 and will be kept under review. In the UK, vaccination is usually offered to individuals who are at specific risk of being exposed to blood from an infected person. While supplies are limited, vaccine will be prioritised for those at highest immediate risk based on their doctor's assessment. For other people, a doctor may advise that hepatitis B vaccine can be deferred until later. Ramsey Health Centre currently has no stocks of Hepatitis vaccine.



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

**Ramsey Health Centre**  
 Mews Close, Ramsey, Huntingdon, PE26 1BP Phone: 01487 812611,  
 Fax: 01487 711801  
 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 8.00pm
Wednesday	7.45am 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

Appointment Cancellation Text Number: 0790 779 4417  
 Dispensary Opening Times:  
 Mon to Fri 08:00 - 13:00 and 15:00 - 18:00



 **HAVE A HAPPY HEALTHY HALLOWEEN!** 

Halloween can be a fun time for children and adults alike—dressing up, enjoying parties and eating treats. Check out these tips to ensure a happy healthy Halloween for all!

Going Trick-or-Treating?

- Swords, knives, and other costume accessories should be short, soft, and flexible to avoid risk of injury
- Avoid trick-or-treating alone. Walk in groups or with a trusted adult.
- Fasten reflective tape to costumes and bags to help drivers see you.

- Examine all treats for choking hazards and tampering before eating them. Limit the amount of treats you eat.
- Hold a flashlight while trick-or-treating to help you see and others see you. WALK and don't run from house to house.
- Always test make-up in a small area first. Remove it before bedtime to prevent possible skin and eye irritation.
- Lower your risk for serious eye injury by not wearing decorative contact lenses.

- Only walk on pavements whenever possible, or on the far edge of the road facing traffic to stay safe.
- Wear well-fitting masks, costumes, and shoes to avoid blocked vision, trips, and falls.
- Eat only factory-wrapped treats. Avoid eating homemade treats made by strangers.
- Enter homes only if you're with a trusted adult. Only visit well-lit houses. Never accept rides from strangers.
- Never walk near lit candles or luminaries. Be sure to wear flame-resistant costumes.



**Would you like to receive future copies of the Ramsey Health Centre Newsletter by email?**  
 See our website at [www.ramseyhealthcentre.co.uk](http://www.ramseyhealthcentre.co.uk) for details, call us on 01487 812611, or email us:  
[ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net)