



RAMSEY HEALTH CENTRE

Summer 2014 NEWSLETTER

New System for GP Appointments

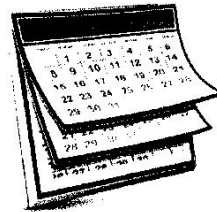
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From September 1st 2014, Ramsey Health Centre will be launching a brand new system for GP appointments.

We have listened to patient feedback about the difficulties some of you have experienced in making GP appointments. Earlier this year, we commissioned an in-depth analysis of our existing appointment system, to tell us if there were ways we could use the available appointment time more effectively.

We have worked with the Patient Participation Group to design a system which we hope will meet the needs of our patients whilst making the best use of the appointment time available.



From 1st September, patients phoning the practice to request a GP appointment that day will be placed straight onto a GP's telephone list rather than having an appointment allocated to them by the reception staff. Patients will receive a callback from the GP, allowing them to discuss their problem directly with the doctor. Sometimes, the matter will be able to be resolved with just a telephone conversation, saving much-needed appointment time and avoiding an unnecessary journey for the patient. If the matter requires a face-to-face appointment with either the doctor or the nurse, (or a home visit) the doctor will make those arrangements with the patient there and then, either for that same day or for an appropriate time in the future, depending on the urgency of the matter.

The system for making appointments with the nurse team will remain unchanged—patients seeking a nurse appointment will be able to contact the surgery and book these as normal.

Ramsey Health Centre and the Patient Participation Group will monitor the new appointment system carefully and will welcome feedback from patients.

We hope that by involving our GPs in the early decision-making about how appointments are allocated, we will be able to make use of available resources more efficiently and ensure that patients receive the right care at the right time from the right person.

STAFF CHANGES

- Ramsey Health Centre are pleased to welcome **Naomi Milligan**, as the newest member of our Patient Services team.
- We are sad to be saying goodbye to **Laura Webb** of our Dispensary Team—we will miss her wish her all the best in her new job.
- We will also miss **Dr Emma Hattle**, our GP registrar for the last six months, who has now moved on to her next stage of training. In her place, we are very pleased to welcome two new GP trainees: **Dr Ben Curtis (GP Registrar)** for twelve months and **Dr Aisling Connelly (foundation year doctor)** for four months.
- We are currently recruiting for our Dispensary team—please see our website at www.ramseyhealthcentre.co.uk for further details. In the meantime, we welcome locum Dispensers **Vanessa Carter** and **Tracey Clarke** to the team on a temporary basis. Until we recruit permanent staff we regret that the Dispensary will remain closed on Thursday pm.
- The health centre is also currently advertising for an additional full-time GP.

Ramsey Health Centre - New Website / New Practice Booklet



Ramsey Health Centre's new website went live at the end of May 2014, and so far, we have received very encouraging feedback from patients about the new-look site.

Generally it seems that users like the look and feel of the new website and are finding it easy to navigate.

If you haven't already, please log on to the website at www.ramseyhealthcentre.co.uk and take a look around. You will find a wealth of health information available via the A to Z index on the home page, as well as up-to-date information about all of the services Ramsey Health Centre offers.

We also have a new Practice Booklet available. Please ask for one at reception. The booklet provides a quick, handy guide to all the information you need about the surgery, from contact details to surgery times.

Our thanks to those of you who have taken the trouble to provide comments and suggestions for website improvements. Your feedback is always appreciated.

Did You Know...?

... that Ramsey Health Centre is able to treat a wide range of minor injuries? Most minor cuts, bites, bruises, burns, sprains and strains can be treated by the team here at the health centre, saving you a trip to A&E and possibly a long wait.

Our Advanced Nurse Practitioner Shelley French is able to see walk-in patients with minor injuries on most days, and our wider nursing team are experienced at dealing with many common minor injuries.

Did You Know...?

...that Ramsey Health Centre continues to offer appointments for the **NHS Health Check** programme?

If you are aged between 40 and 74, with no previous diagnosis of diabetes, high blood pressure, cardiovascular or renal disease, you are eligible for a Health Check appointment.

Please speak to our receptionist about making an appointment with a member of our nursing team.

Flu Season Approaches!



Whilst we all bask in the glorious summer sunshine, it might seem a little early (and perhaps a bit pessimistic!) to start thinking about the winter months ahead.

However, from September onwards Ramsey Health Centre will be publicising the winter Flu Vaccination programme, so we encourage all patients to watch out for announcements of dates for our annual clinics.

The flu vaccination programme for children, which included children aged 2–3 years old last year will be running again and will be extended to children up to the age of 4. Details will be published in due course.

Travelling Abroad ?

Many of us travel abroad every year, and the majority of trips pass without incident. However, we should never be complacent about the risks involved with overseas travel. There is no such thing as risk free travel. Before you book your trip abroad you should be aware of the potential health risks at your destination. To be safe and secure and prepared in case things go wrong; it is important to take a few simple precautions.

The best way to ensure you are fully prepared for your trip is to contact the surgery to arrange an appointment with the Practice Nurse for up to date and expert advice. It is advisable to do this at least 6 weeks before you travel, allowing adequate time to arrange vaccination courses and medication if these are required. However it is never too late to seek advice.

The nurse team here at Ramsey Health Centre have 20 years experience in travel health, they can advise from a 1 week package holiday to a year long back-packing trek. We offer an initial telephone consultation; a risk assessment is carried out, and if vaccinations or medication are advisable/required the nurse will arrange an appointment with you to attend the surgery. In addition to normal day time appointments the nurse team offer late appointments for travel on a Tuesday evening.

Whilst vaccination against certain illnesses is free on the NHS, most of the vaccinations specifically required for travelling abroad will not be covered by the NHS, meaning that you will have to pay for these privately. The nurse will be able to advise you of the likely cost of the recommended vaccines when you contact us.

If you have a medical condition it is advisable to discuss the suitability of the trip before you book. If you take regular medication make sure you have enough for your trip, this might include contraceptive pills, inhalers etc. Take a first aid kit.

Be aware that certain medicines are not permitted in some countries, an up to date list can be found on the Foreign and Commonwealth Office website (<http://www.fco.gov.uk/en/travel-and-living-abroad/>).

You may need a European Health Insurance Card – you can apply on line at www.dh.gov.uk, by telephone on 0845 6062030 or via the Post Office. A dental check is advisable, especially if you are planning a long holiday or back packing. Get the right insurance for your destination and to cover any activities you are planning to take part in. Research your destination, stay healthy and enjoy your holiday.

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

TEL: 01487 812611

Ramsey Health Centre

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Phone: 01487 812611, Fax: 01487 711801
E-mail address: Ramsey.health-centre@nhs.net
Web site: www.ramseyhealthcentre.co.uk

Opening Times

Monday	8.00am to 6.00pm
Tuesday	8.00am to 8.00pm (dispensary till 6pm)
Wednesday	8.00am to 6.00pm
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm

Appointment Cancellation Text Number: 0790 779 4417



PPG Goes Behind the Scenes

Part II—Dispensary

by Carole Broom

Further to my last article which took you behind the scenes with Patient Services, I also paid a visit to the Dispensary which is allowed to dispense medication only to patients who live outside the immediate Ramsey area. Margaret Edwards and her small team showed me the rather compact facilities that they have for dispensing medication to the approximately 2,800 patients eligible for this service. On average, 5,300 items are dispensed each month. This includes both regular medication on repeat prescription and medication prescribed following GP consultation. On occasion you may have a short wait if you are calling to collect your regular medication—your understanding would be much appreciated.

As patients we can help the dispensary in the following ways:-

- Firstly—a simple one—by only requesting medication that you actually need rather than ticking every repeat item on the list regardless. Returns of surplus, expired or unwanted medication have declined in recent times but there are still some each month.
- Secondly, collect your medication within two weeks. Dispensed medication is only held for 14 days before being returned to stock. A further two working days waiting period is

required to re-dispense. Each medication request has to be entered onto your health record, prescription printed, GP check performed and signed, medication selected/packed/dispensed prior to being available. All this is wasted if you don't collect your medication, or doubled if it has to be re-dispensed. Approximately 50 items a month are uncollected and have to be returned to stock.

- Thirdly, check your dispensed medication before you leave the Health Centre, just in case there has been an error, as unfortunately, once you leave the health centre, any returned medication must be destroyed.

Prescription charges: Margaret told me that there are still some patients who have not taken advantage of the pre-payment scheme where this would be beneficial. If you (or the medication itself) are not exempt then every item on your prescription now has a charge of £8.05. A three-month pre-payment certificate costs £29.10 which means that if you have four or more prescriptions in this period you would be better off with the pre-payment option. A twelve month pre-payment certificate costs £104 so is a better option for those patients who have 14 or more in the twelve

month period. If you have regular repeat medications then one of these options may well save you money. You can pay for the twelve month certificate by Direct Debit (10 payments) which can spread the cost. You can even apply for the certificate to start that day and get a receipt from the dispensary (or dispensing chemist) to reclaim the charges that you have just paid (option not available if you are setting up the Direct Debit method, as the DD must be set up before the start date.)

Pre-Payment certificate Order line: 0845 850 0030

Website: www.nhsbsa.nhs.uk/ppc

I hope to be able to bring you insight into the workings of other areas of the Health Centre in future newsletters.

Carole Broom—PPG Member

NB: Patient confidentiality was maintained at all times.