

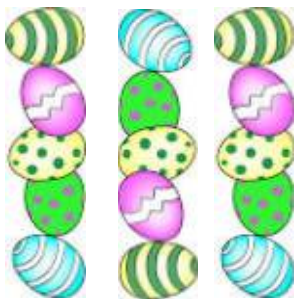
SPRING

RAMSEY HEALTH CENTRE NEWSLETTER



Inside this issue:

Online Services	1
Easter Closing	1
Staff Changes	2
Social Media	2
Dispensary Update	2
Friends and Family Update	3
Hay Fever Facts	4



SPRING 2015

DO IT ONLINE!

Online services now available at RHC!

Ramsey Health Centre is pleased to be able to offer patients access to online services.

Online services such as access to records, appointment booking and repeat prescription management offer convenience for patients as well as choice and control in how you access GP Services. Over the coming year the Practice will increasingly expand the services available; however, at present Patient Online offers:

Access to appointment booking:

- GP appointments – a percentage of pre bookable and book on the day appointments are available online.
- Blood test appointments – when advised that you need to book in with the nurse for a blood test this can now be done online

Prescription requests:

- Prescription requests may be submitted within 7 days of the due date and are sent directly to the prescription clerks in the Health Centre. Patient Online sends you a receipt to acknowledge your request being received.
- The previous system via the website link will be discontinued from 30 April.

Access to Summary record:

- Access is available to patients aged 18 and over
- Access is currently set to the summary record only which shows allergies and sensitivities, acute medication, current repeat medication and past repeat medication

Please speak with any member of the team for further information or visit our website at www.ramseyhealthcentre.co.uk

Easter Closing Dates

Ramsey Health Centre will be closed on the Easter Bank Holiday dates and open as normal at all other times. The dates concerned are as follows:-

Good Friday 3rd April 2015 - CLOSED

Easter Monday 6th April 2015 - CLOSED

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

STAFF CHANGES AT RHC

From 1st April 2015, **Dr Lynda Brown** will be reducing her working hours to two days a week. We are sad to announce that this is in preparation for her leaving Ramsey Health Centre at the end of September 2015. As the longest-serving member of our current GP team, she will be greatly missed by colleagues and patients alike. We wish her well in her new home in Norfolk.

We are very happy to announce that Dr Ben Curtis (our current GP registrar) has agreed to join the partnership from the 21st September 2015.

We are pleased to welcome two more new members of staff to the Ramsey Health Centre team: Prescription clerks **Elizabeth Hackett** and **Alison Davies** will be dealing with all prescription queries and requests from both dispensing and non-dispensing patients.

Senior receptionist **Georgie Weir** will be leaving us temporarily at the end of May for maternity leave. (Congratulations, Georgie!) We are currently advertising a position as her temporary replacement.



SOCIAL MEDIA MATTERS



We are aware that some of our patients have recently chosen to air their complaints or criticisms of RHC via social media, including through comments on publicly-viewable Facebook pages.

Patients may, of course, publicise their personal experiences in whatever manner they choose; however, we would remind you that we are unable to respond to complaints which are raised in this manner.

We can only ever engage with patients who bring their concerns to us **directly**. To discuss any problems, patients can contact either of the practice managers (Julie White and Grace Roberts) or see our website for details of how to have your complaints addressed.

We would also advise patients to be aware of the risks of engaging in online discussions which have the potential to breach the privacy of other patients.

DISPENSARY UPDATE

Prescription Charges/Pre-payment cards: The price of an NHS prescription increases in 1st April 2015 to £8.25; however, the cost of a pre-payment card remains the same: 3 months = £29.10 12 months = £104.00. If more than one item is required per month, it is more economical to purchase a pre-payment card.

Medical Exemption cards: Please remember, medical exemption cards do have an expiry date. Please check the date on your card; if it is expiring soon, a new application must be completed. Fines are being enforced for use after the card has expired.

Forms for both these certificates can be obtained from the dispensary.

Repeat Prescriptions: Please allow two full working days for your request to be processed; anything requested late afternoon will not be actioned until the following morning. Collecting early may mean that someone else will have to wait. If a prescription is required urgently, please state the reason on the request.

Online medication requests: A new online medication request system is available—see front page or ask at reception for details.

PLEASE only order the medication required for the current month, if you do not require an item please do NOT order. Thank you for your co-operation.

FRIENDS AND FAMILY SURVEY — THANK YOU FOR YOUR FEEDBACK.

The ongoing “Friends and Family” survey has raised some interesting and useful feedback which we are working hard to address wherever we are able. Thank you very much to all those who have taken time to participate by filling out the feedback cards.

On average we have been receiving 40 questionnaires each month with lots of positive comments about how helpful the staff are and how patients like the fact that they can speak to a doctor without coming in to the surgery. Over three-quarters of patients completing the survey felt that they would recommend Ramsey Health Centre to their friends and family. If you would like to complete a questionnaire, they are available in reception or can be completed online at our the website.

A number of patients had commented that they felt that the doctors at Ramsey Health Centre “change so frequently” or that “the turnover of doctors is high”. Some of our long-term, older patients may have seen many GPs come and go at RHC over the years. Indeed, you will have seen (on the opposite page) that we are announcing further forthcoming changes to our GP team, including the retirement of one of our longest serving GPs, Dr Lynda Brown.

We do appreciate that patients value the ability to build a long-term relationship over time with a particular doctor. However, we hope that patients also understand that - just like every other working person— GPs’ circumstances will change over time — they have families, they move on, they change jobs, they retire. Statistically, for professionals in the UK, the average length of stay in one job is between four and five years. We are happy to say that our current GP team have between them a cumulative total of 35 years service which suggests that our staff turnover is in fact, no higher than would be expected anywhere else.

To help familiarise you with the current team of doctors, their profiles are shown below.

Dr Lynda Brown: Dr Brown is our longest-serving GP, having spent a total of 12 years at the practice between 1999 and 2015. She also spent a year as our GP registrar, prior to qualifying as a GP in 1982. Lynda has taken additional training in dermatology and has been our CQC lead, preparing us for our recent inspection.

Dr Becky Schofield: Dr Schofield qualified in Leicester in 2003 and has worked at RHC since completing her GP training in 2008. She says, “Having two young boys and working part time at Ramsey keeps me quite busy but is hugely rewarding!”

Dr Sonali Roy: Dr Roy has worked here since September 2008, initially as a salaried GP, then as a Partner since 2011. She is also a trainer for Huntingdon Vocational Training Scheme. She has special interest in women’s health and contraception and fits coils and contraceptive implants

Dr Laura Savage: “I joined the practice in May 2011. I grew up in Ramsey and was a patient at RHC before moving to Nottingham to train as a doctor. I qualified in 2005 and moved back to the area to be nearer family. I have interests in child and women’s health and am responsible for safeguarding children within the practice.”

Dr Himanshu (“Manch”) Patel: “I worked at RHC as a GP registrar in 2009 before qualifying as a GP in 2010 and going to St Neots for a few years. I then returned to RHC in 2013.

“As well as my normal GP clinics and on-calls I also look after the majority of the Manor House Nursing Home patients and represent our practice and patient interests at CCG meetings.

“Before specialising as a GP I spent a year as an Emergency doctor in Australia (so I am comfortable treating any poisonous jelly fish, spider, snake or crocodile bites we may get in Ramsey!)”

Dr Matthew Pearce: Dr Pearce joined the practice in February 2015 as a GP partner. He qualified as a GP in Southampton in 2003. In addition to his general GP duties at the practice Matt also runs our minor surgery clinic.

Outside his work, Matt is actively involved in his local church. He has two young sons and enjoys playing the guitar in his spare time.

Dr Ben Curtis: Dr Curtis is RHC’s current GP registrar, who will complete his year with us in August 2015 before joining as a permanent member of the team. Ben comes from the Lake District, graduated from Birmingham Medical School in 2010 and trained in the West Midlands and Cambridgeshire.

He has particular interests in mental health, drug addiction and elderly care. In his spare time he enjoys playing electric guitar, working out and drinking real ale (in moderation!)

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

TEL: 01487 812611

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, Tues, Wed and Fri 08:00 - 13:00 and 15:00 - 18:00

Thurs 08:00 - 13:00 (closed Thursday pm)

SEASONAL HEALTH: HAY FEVER FACTS

Hay fever, also known as seasonal allergic rhinitis, affects one in four people in the UK and is mainly caused by grass pollen. Hay fever is a type of allergy. It happens when your body makes antibodies in response to certain triggers, such as pollen. The charity Allergy UK estimates that nearly 18 million people have hay fever in the UK. It's most common in children, particularly teenagers, but you can develop hay fever at any age. The symptoms usually include sneezing, itchy and watery eyes, and a stuffy nose.

What causes hay fever? In Britain, hay fever is mainly caused by grass pollen. Around 95% of hay fever sufferers are allergic to grass pollen. Around a quarter of hay fever sufferers are allergic to tree pollen. Mould spores and weed pollen can also trigger symptoms. Tree pollen can cause hay fever too. Around a quarter of hay fever sufferers are allergic to tree pollen. Mould spores and weed pollen can also trigger symptoms. This is because your body sees these pollens as a threat, so your hay fever symptoms are caused by your immune system attempting to prevent the spread of what it mistakenly thinks is a harmful organism. The pollens that cause hay fever vary from person to person and from region to region. The amount of pollen in the air will affect how bad your hay fever is.

It's more likely that there will be more pollen in the air on hot, dry, windy days than on cool, damp, rainy days. Research shows that pollution, such as cigarette smoke or car exhaust fumes, also makes some allergies worse. Pollen can also attach to clothing, hair and pets' fur, which means it can be hard to avoid even indoors.

When is hay fever worst? The time of year when you begin to experience hay fever symptoms depends on the types of pollen you're allergic to. Trees release their pollen in March to early May, while grasses release pollen from late May to early August. Weeds and certain shrubs release their pollen in late summer. The hay fever season can therefore last from March to October. And if you're unlucky enough to be allergic to more than one type of pollen, you may only have just two or three months without symptoms in the winter before the cycle starts again.

How can I avoid getting hay fever? If your parents are allergic to something, you're more likely to develop an allergy too (it doesn't have to be the same allergy as your parents). If you smoke while you're pregnant or smoke around your child, your child could be more likely to develop an allergy. Not smoking and eating a healthy diet can limit the chances of your children being affected.

Hay fever and asthma. Speak to your GP or pharmacist before you decide on a hay fever treatment. It's particularly important to speak to your GP if you have asthma. Hay fever often makes asthma symptoms worse. If this happens, you may need to increase the dosage of your asthma medication.

Tips to relieve hay fever. Avoiding exposure to pollen is the best way to reduce the allergic symptoms of hay fever:

- Keep windows shut at night and first thing in the morning.
- Stay indoors when the pollen count is high (between 50 and 150).
- Wear wraparound sunglasses.
- Put some petroleum jelly (Vaseline) or another nasal blocker just inside your nostrils to trap some of the pollen.
- Don't mow the grass or sit in fields or large areas of grass.

Hay fever Treatment: A range of over-the-counter products can treat the symptoms of hay fever, including tablets, nasal sprays and eye drops. Antihistamines are the usual treatment for the main symptoms, such as itchy, watery eyes and a runny nose, while steroid nasal sprays are the main treatment for a stuffy nose. Your pharmacist can help advise you on which treatment is best for you. Speak to your GP or Pharmacist.