



RAMSEY HEALTH CENTRE



Christmas Newsletter

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CHRISTMAS/NEW YEAR OPENING AND CLOSING TIMES

Ramsey Health Centre will be **CLOSED** on the following dates:-

25th December 2014 (Christmas Day)

26th December 2014 (Boxing Day)

1st January 2015 (New Year's Day)

(Dispensary will close at 1.00pm on 24th December 2014)

The health centre will otherwise be open as normal. Please check our website to confirm current opening times for the surgery and the dispensary or see the back page.

The "Friends and Family" Test

A new feedback initiative by NHS England - The "Friends and Family" Test - is designed to gather feedback of patients' experiences, by asking patients to answer one simple question:-

"How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

Over coming months, you will be invited to respond to this question based on your experience when you visit Ramsey Health Centre. We will be handing out response cards for this purpose, and also collecting responses via the "Friends and Family" survey button on our website. We aim to collate and publish your responses, and to provide regular updates of any changes we are making in response to your feedback.

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

NEW BREASTFEEDING GROUP AND CLINIC



Ramsey Health Centre, every Thursday, 2.00 pm — 4.00 pm

Babies and children of all ages welcome. Come and share your breastfeeding experiences with other mums and discuss any questions with Joanna Thompson, Nursery Nurse and Gerry Morley, Certified Lactation Consultant. Accompanying partners, friends and relatives welcome. Ante-natal advice for pregnant mums thinking about breastfeeding. Just turn up: no appoint-

FORTHCOMING STAFF CHANGES

We are very happy to welcome **Lesley Armstrong** as a new member of the dispensary team. We are happy to say that **Tracey Clarke** (who is currently helping in dispensary as a locum) will become a permanent member of staff in January. We also look forward to welcoming a new member of the GP team in the New Year: **Dr Matt Pearce** will be joining us from the beginning of February 2015. GP locum cover over December/January will be provided by **Dr Faisal Veettil**.

Sadly, we will be saying farewell to **Dr Nik Patel** who will be leaving us at the end of January. The very best wishes of the entire team go with him for the future.



APPOINTMENTS SURVEY

A patient survey in November 2013 indicated patients were dissatisfied with the current appointment system and had difficulty seeing who they wanted, when they wanted.

Whilst this is a recognised problem as demand increases across GP Practices nationwide, we have listened to your comments and taken action accordingly. In consultation with the Patient Participation Group, we revised our appointment system – the aim being to get you in touch with the most qualified person first – the GP.

To this end the new appointments system has freed up some of the doctors' appointments which increases availability.

As of 1 September our GPs take telephone consultations for the first hour of the day. The GP then calls you back and either arranges to see you

later that day or offers you advice over the telephone. By working this way we hoped to reduce your waiting time for an appointment, put you in touch with the most appropriate person for your problem and address your health concerns promptly. A dedicated duty doctor remains available all day for any urgent matters.

Continuity of care was also something patients commented on and to improve this we created Follow Up appointment slots for the Doctors to book you in to.

For those patients who work or are unable to take a telephone call, we continue to have appointments that are either pre bookable or book-on-the-day; however these slots are limited in number.

When making the changes we undertook to review the appointment system after three months and are there-

fore asking if you would please spare a moment to complete a short survey. Paper copies are available from Reception, or if you would prefer, you can fill out the survey online at our website:-
(www.ramseyhealthcentre.co.uk)

The findings will be published on the website towards the end of December.

We would very much appreciate your feedback so that we may:

- ◆ See whether the new system has improved access
- ◆ See what further changes we may need to make to improve

Thank you.

Practice Managers

A MESSAGE FROM THE DISPENSARY STAFF

The dispensary staff would like to ask all patients to bear in mind that the Christmas/New Year period is an exceptionally busy time for us, with many additional requests, as well as requests for medication to be dispensed early to accommodate patients' holiday travel plans.

We would ask patients to bear this in mind, and to allow plenty of additional time for dispensing. Please allow an additional day to process your requests at this busy time. Patients should also be aware that there are likely to be queues to collect prescription items as we approach the holiday period.

The staff would appreciate if patients would take note of the Christmas and New Year opening times (**shown on the front page**) and only make requests for early dispensing where it really is essential.

A reminder of Dispensary normal opening times:-

Mondays, Tuesdays, Wednesdays and Fridays 08:00 - 13:00 and 15:00 - 18:00
Thursdays 08:00 - 13:00

Telephone Enquiries 09.30 - 12.30 and 15.30 - 17.30 (closed Thursday pm)

(For Christmas/New Year opening/closing times please see front page).

A GUIDE TO WINTER HEALTH

Winter weather and snow can be fun for some; however, these weather conditions are associated with an increase in illness and injury. The impact of cold weather on health is well-recognised and winter sees a significant increase in illnesses such as heart attack, stroke, chest infections, hypothermia, flu and depression. Winter weather and cold homes affect mobility and increase the likelihood of falls and injuries. Most of these are predictable and preventable. By following some simple suggestions winter needn't be the unhealthiest time of the year.

It is advisable to heat your home to at least 18 °C (65° F) in winter. Draw your curtains as soon as it gets dark, and keep internal doors closed. Wear suitable clothing, both indoors and out; wear several thin layers rather than one thick layer as they trap warm air close to the body. Wear wool, cotton or fleece. When outdoors, cover your mouth with a scarf so that you do not breathe in the cold air, and wear a hat. Use a shawl or blanket when sitting down. Keep your feet warm and watertight.

Eat well - our bodies keep warm by burning food. Regular hot meals containing carbohydrates are best (e.g. potatoes, pasta, bread and rice.)

If your home is cold and damp, or if you are cold, this can increase your risk of developing respiratory illness like a chest infection, common cold, flu, bronchitis or pneumonia. Cold can cause our blood vessels to constrict resulting in a rise in blood pressure. This can lead to thickening of the blood and

increase the risk of clots, heart attack and stroke.

Make sure you have your flu and pneumonia vaccine—contact the surgery if you are in a risk group to arrange an appointment.

Carbon Monoxide poisoning increases in the winter due to the use of malfunctioning appliances; make sure you get them serviced. The symptoms of carbon monoxide poisoning are:-

- Headache
- Dizziness
- Confusion
- Disorientation
- Memory loss
- Fainting

See your GP if you have any of these symptoms.

Stay active in the daytime and get plenty of sleep at night.

To help you keep warm and stay safe during winter, Cambridgeshire County Council have put together a **Winter Health pack**, full of advice, help and useful tips. It even includes a mini thermometer to help you monitor your indoor temperature, and a teabag so that you can have a nice cuppa while you put your feet up and read the pack. These can be collected from reception or from any of the nurse team or the doctors.

STAY WARM AND KEEP WELL



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)

***SEASONS GREETINGS FROM
THE DOCTORS AND STAFF AT
RAMSEY HEALTH CENTRE***



***WE WISH YOU A HAPPY AND
HEALTHY HOLIDAY SEASON***