



Inside this issue:

Why the Dr is Running Late	1
Easter Closing details	1
Staff Update	2
Meet Dr Izebeya Otobo	2
Friends and Family update	2
Are you sure you need to see a GP?	3
Why the Dr is Running Late (cont.)	4

Why the Doctor is Running Late

We understand that when the Doctor runs late it can be very frustrating and inconvenient for you and we wanted to try to explain some of the reasons why this happens sometimes.

We assure you... we're not twiddling our thumbs or playing computer games!

There is no one single answer to why this happens. There can be lots of things that combine to make us run late and we're often not able to tell you why as we need to maintain the confidentiality of all our patients. It is also difficult to predict if we will continue to run late as we can often catch up when we have a few appointments with people who don't need the full 10 minutes.

At Ramsey Health Centre the GPs each telephone 12 patients and see 13 patients in the mornings, and they each see a further 13 patients in the afternoons.

- Patients are booked at 10 minute intervals.
- This appointment includes discussing what is happening for you and recording that in your records, so you can see how it can be easy to start to run a little late as the session goes on

Below are a few of the more common reasons for doctors to fall behind:

Complexity or patients in distress:- People come to the GP for lots of different reasons and this can range from a simple problem which can be comfortably dealt with in 7-8 minutes or a much more complex issue. This could be a cancer diagnosis or serious illness, the loss of a loved one, a significant illness, or that the patient feels that they can't cope anymore, to the extent they are contemplating taking their own life. These are all common occurrences and understandably we do not restrict those in need to a 7-8 minute consultation. Please be understanding towards fellow patients - one day it may be you who needs the care and attention that a patient ahead of you has just received and we will give you that time if you need it.

(Continued on back page)



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 25th March 2016 - CLOSED

Easter Monday 28th March 2016 - CLOSED



Staff Changes at Ramsey Health Centre

We are delighted to welcome a new member of the Ramsey Health Centre GP team: Dr Izi Otobo joined us in November (see profile below). We also look forward to welcoming a new Nurse Manager: Lesley O'Connor.

The patient services team are delighted to welcome Georgie Weir back from Maternity leave, and also to confirm her "temporary" replacement, Natalie Jarvis, as now a permanent staff member.

In the last six months we have said goodbye to Dr Lynda Brown, Dr Matthew Pearce, Sister Lynne Burrows and Nurse Practitioner Louise Gee. We wish them all well for the future.

Introducing Dr Izi Otobo — our newest GP

After growing up in East London and West Sussex, Nigerian-born Dr Izebeya Otobo obtained his medical degree at the University of Southampton. After graduation, the former RAF medical cadet completed his officer training at RAF College Cranwell, prior to his first posting at RAF Halton, where he reportedly honed both his medical skills and his downhill mountain biking skills! A tour of Northern Ireland followed before Dr Otobo returned to the NHS to resume his surgical training. Despite initially wanting to become a trauma surgeon, Dr Otobo says that marriage and family life shifted his perspective. *"I think it was during a tour of Iraq as I was sitting in a bunker hearing rockets flying overhead and landing 500 metres away that I decided to change tack!"* says Dr Otobo. After 10 years of active RAF service, he decided to retrain as a GP.

"My family and I are now very settled and grateful to God for all our blessings" says Dr Otobo. *"One of the bonuses of General Practice is the fact that it embraces doctors with many backgrounds and different interests. With my surgical background I have been keen to keep my hand in and was particularly pleased to join Ramsey Health Centre to take over the Minor Surgery service that we provide for our patients. With so many services being offered here I knew I had found the right place to settle down and work."*

We are delighted to welcome Dr Izi Otobo to the Ramsey Health Centre team.

Friends and Family Update

Thank you for your continued feedback via the Friends and Family scheme. We are delighted to say that for the past three months, 100% of our feedback was positive (i.e. 100% of patients responding have said they would recommend Ramsey Health Centre to their friends and family.) Please do continue to provide your feedback so that we can continue to improve our service to you.

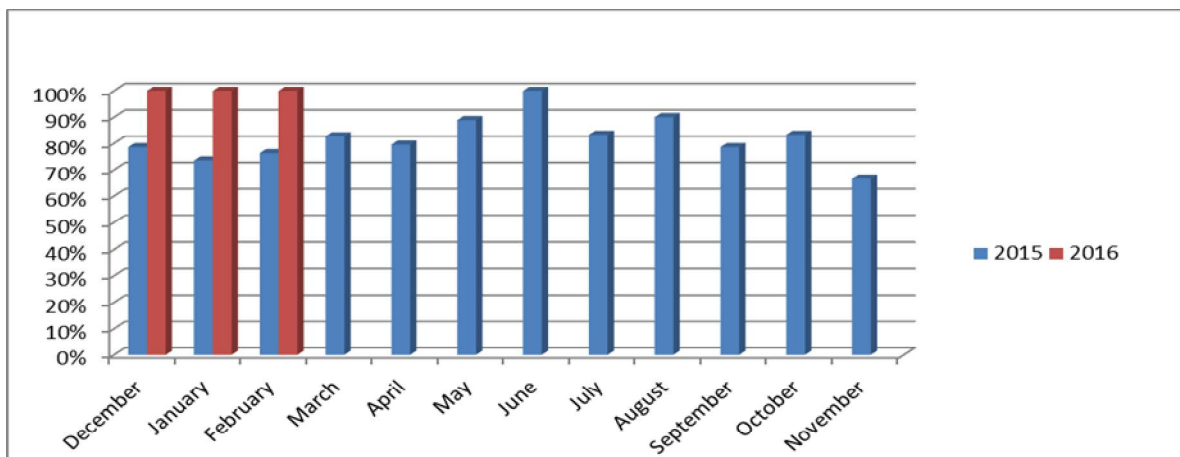


Fig. 1 Comparison of 2015 and 2016 positive feedback via the friends and Family Test Scheme



ARE YOU SURE YOU NEED TO SEE A GP?

The NHS belongs to everybody and we must all ensure that its resources are used in the best possible way for all patients. To that end, the local CCG has recently launched a self-care policy to encourage patients to think about treating minor illnesses and conditions themselves with over-the-counter medicines, rather than asking for a prescription. Patients should consider keeping a supply of the following commonly-used in their medicine cabinets at home:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Moisturising creams, gels, ointments and balms for dry skin with no diagnosis • Hay fever remedies eg. antihistamines, nasal sprays (patients over 18yrs) • Bath oils and shower gel (unless recommended by a specialist for infected atopic eczema) • Vitamins and supplements eg. low dose vitamin D (less than 2,000units), I-Caps, multivitamins • Anti-inflammatory gels eg ibuprofen gel • Rehydration sachets • Anti-diarrhoeal medication for short term diarrhoea (less than 72hrs) • Haemorrhoidal preparations eg Anusol • Antiperspirants | <ul style="list-style-type: none"> • Lubricating eye drops and chloramphenicol eyedrops and eye ointment (patients over 2yrs) • Paracetamol and ibuprofen for short term use • Laxatives for short term use (less than 72 hours) • Nasal douches eg Sterimar • Antifungal preparations eg Canesten • Head lice treatments Threadworm tablets • Cough and cold remedies • Medicated shampoos eg Alphosyl, Capasal • Mouthwash eg Corsodyl • Indigestion remedies eg Gaviscon, Peptac |
|---|---|

All of these medicines are widely available from supermarkets and chemists at reasonable costs. Many of them are more expensive when prescribed on the NHS compared to when they are purchased over-the-counter. For example, paracetamol is approximately **four times** as expensive on prescription. We therefore encourage our patients to consider what they can do for themselves in the way of self-care, before asking for a prescription from the GP.



Our GPs are quite often asked to see patients with dental problems and asked to prescribe medication for these issues.

May we remind patients that they need to approach their dentist with these problems. Prescribing for dental issues is not part of a GPs role.

Similarly, our GPs are often asked to see or write sick notes for school age children with minor illnesses (coughs, colds, etc.), Often parents have been advised by the school that they must provide "medical evidence" for school absences.

The local GP practices have written to the schools to ask them to stop requesting that parents do this for minor illnesses. It is estimated that 47,000 GP appointments are wasted each year by misconceptions around the GP's role in sickness certification.



PLEASE HELP US TO MAKE THE BEST USE OF LIMITED NHS RESOURCES.

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)

Why the Doctor is Running Late (continued from front page)

(continued from Page 1)

Multiple problems:- Some people come with a number of problems, or remember another problem half-way through the consultation which can make it difficult to keep to time. Here are a few tips to help you get the most out of your appointment.

- Be prepared and make a list of your concerns before seeing the doctor so you can agree together what you need to discuss during the appointment
- Sharing your list with your Dr means you can agree which problems can realistically be dealt with that day.
- Rushing through a long list can feel unsatisfactory for you and possibly lead to missing important symptoms at the time.
- If you do have a number of concerns that you would like to discuss you can explain that to your GP who may suggest booking a longer appointment in the future

Admissions to hospital: When someone is very unwell they may need admitting to a local hospital and the GP may have to do that there and then. This will involve the GP talking to the team at the hospital which can take some time and may require emergency treatment by the GP at the practice, sometime with the support of the ambulance crew as well, before they are transferred to hospital.

Your patience and understanding is greatly appreciated in these situations

Interruptions from other Health Care Providers: GPs are part of a larger health care team and are often contacted by A&E departments, hospital doctors, laboratories, midwives, health visitors, social services and members of the practice team. We try to arrange these conversations after booked surgeries, but in emergency/ urgent situations this cannot wait and so your GP may be dealing with one of these teams whilst you're in the waiting room. By liaising with that team, it means that that patient in question can be treated as quickly as possible in that location. Remember; it could be your relative who is waiting to be treated.



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