



RAMSEY HEALTH CENTRE NEWSLETTER AUTUMN 2019



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It's Flu Time Again!



As 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.

There are several types of flu vaccine again this year and you will be offered the one most effective for your age group.

Flu jab appointment slots are now available for booking, so speak to a receptionist at the health centre to check your eligibility and book yourself in. Alternatively, call Patient Services (01487 812611 option 1) to discuss an appointment.

As last year, we will be holding an additional Saturday morning flu clinic— please note, this is not a walk-in clinic, you will need to book in advance.

The Saturday flu clinic will be held on:

Saturday 28th September 2019 8.00 am to 1.00 pm

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.





Staff News at Ramsey Health Centre

We are pleased to welcome two new staff members to the Ramsey Health Centre Team: **Judith Smith** has joined the Patient Services Team and **Alice Wilson** joins us as Patient Records Administrator. We are also pleased to welcome **Dr Sanjeev Kumar**, our new GP registrar.

Joining us in October will be **Dr Carole Mills** who will be working two days a week.

Failing to Turn Up for an Appointment - Don't Be A DNA!

A 'DNA' is someone who Did Not Attend an appointment at the surgery and did not tell us beforehand. The Doctor or Nurse was waiting, but the patient did not attend.

DNAs are a serious problem for the NHS and so far this year, 160 GP and 766 Nurse appointments have been missed at Ramsey Health Centre (the equivalent of over **154 hours of clinical time**). The number of appointments available for patients is reduced by each DNA that occurs.

We have seen a significant increase in the demand for appointments at the practice and the number of appointments available for patients is reduced by each DNA that occurs.

Due to the large number of wasted appointments through patients failing to attend without informing the practice, it has become necessary to implement the following Policy:

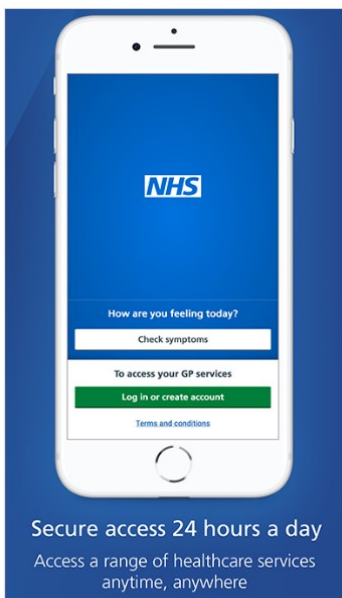
Any patient who fails to attend three of their appointments in a 12 month period (without cancelling them) will be deducted from our patient list and will need to find an alternative practice to register with.

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

If you are unable to attend your appointment, please let us know as soon as you can, it only takes a phone call, just telephone on 01487 812611 and tell us you are unable to attend. We can then offer the appointment to another patient. Alternatively you could email us at ramsey.health-centre@nhs.net

Thank you for your co-operation.

NHS APP



Patients across England can now download an NHS App which provides a simple and secure way to access a range of NHS services on a smartphone or tablet. It allows you to book appointments, order prescriptions and check your medical records at your GP practice.

The NHS App can be used by anyone who is registered with a GP surgery in England. If you're aged 13 to 15, you'll need to visit your GP surgery first before you can access the app.

RCGP chair Professor Helen Stokes-Lampard said: *'Technology plays an increasingly important role in the NHS and in our patients' lives. The new NHS app promises to be a significant and constructive step forward in using technology to support patients to manage their own care and wellbeing. We hope it will make navigating primary care services easier for patients.'*

The App is free to download from the App Store or Google Play. For more information, patients can go to: <https://digital.nhs.uk/services/nhs-app>



DoctorLink

We are trialling a new product called **DoctorLink** that enables patients to manage their care needs remotely where appropriate.

What is DoctorLink?

- DoctorLink provides the ability to seek clinically approved medical advice around the clock. This helps to reduce unnecessary surgery appointments, getting patients to the right place for their clinical need. DoctorLink will provide advice on how to best manage your symptoms
- DoctorLink facilitates booking an appointment with the surgery should a clinical consultation be recommended
- DoctorLink can be accessed from any laptop, mobile phone or tablet device, 7 days a week from any location

How does it work?

- DoctorLink uses a Symptom Assessment tool to complete triage on patients who access the practice online looking for an urgent/same day appointment. Patients are asked a series of clinical questions based on their concern/illness.
- The outcomes of the symptom assessment are processed according to the clinical need. If a clinical consultation is recommended the patient can request an appointment slot appropriate to the symptom assessment outcome (e.g. consultation with a nurse practitioner within next 48 hours, same day consultation with a GP).
- The practice will receive a copy of the symptom assessment highlighting the required action needed ((e.g. day consultation with a GP).
- As DoctorLink is accessible 24/7 it is able to cater for both in and out of hours scenarios directing patients to the most appropriate place (pharmacy/dental/GP Service/A&E). We will be working closely with the providers to manage DoctorLink's integration into the practice and help patients get signed up. All feedback from the trial will help shape and develop the product ensuring that it is of use for clinicians, practice reception staff and patients.

Follow the link below to register and start using:

<https://www.DoctorLink.com>

The application is easy to use and once you have signed up you will be able to check your symptoms and request appointments at your GP Service with ease.

Please rest assured that:

- DoctorLink is not connected to your patient record so information about you is not being shared with DoctorLink
- You can continue to ring the surgery for same-day urgent care and speak to or see a GP or another member of the clinical team as you always been able to.

DISPENSARY NEWS



Exemption/Pre-payment Certificates are no longer supplied with a plastic card; however, evidence of exemption is still required when collecting medication. Please print out or take a photo on your phone of the certificate to provide evidence.

Uncollected Medication: We only keep dispensed medication for TWO weeks. Medication uncollected after this time will be returned to stock and will need to be re-ordered allowing three working days.

Early requests for medication: If your medication is required early for holidays, please inform us as soon as possible. This will enable us to process your request promptly.

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 6.00pm
Wednesday	7.45am to 1.00 pm, 2.00pm to 6.00pm
Thursday	8.00am to 1.00pm, 2.00pm to 8.00pm
Friday	8.00am to 1.00pm, 2.00pm to 6.00pm

Dispensary Opening Times:

Mon to Fri 08:00 - 13:00 and 15:00 - 18:00

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

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: ram-



Extended Access to GP Appointments

The Extended Access service provided by the West Cambs Federation offers routine appointments to be seen by doctors, nurses and healthcare assistants in the evenings and at weekends.

We encourage patients to take advantage of this service which is aimed to support access to general practice.

This service is available to all RHC patients, seven days a week, in sessions at four local clinics:

- **Acorn Surgery, Oak Drive, Huntingdon**
- **Buckden Surgery, Mayfield, Buckden**
- **Cornerstone Surgery, Elwyn Road, March**
- **Cromwell Place Surgery, Cromwell Place, St Ives**

You can make an appointment at whichever site you like - not just the one nearest to your home - for a time that fits your schedule.

We are keen to use our fair allocation of Extended Access appointments and if this can work for you, please contact the practice team on 01487 812611 and we will book your appointment for you.

DEMENTIA SUPPORT AT RHC

A Dementia Support Worker is available at Ramsey Health Centre to provide information, advice and support to patients and their families. Clinics are held on the first Wednesday of every other month.

The next Dementia support clinic will be on **Wednesday 2nd October 2019**. To book an appointment, please contact reception on **01487 812611** option 1.

