



# RAMSEY HEALTH CENTRE NEWSLETTER Summer 2021



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## Staying Safe Together

All of our COVID-19 secure measures remain in place and this did not change when Government guidance changed on 19 July 2021. Patients are asked to continue to wear a face covering and to follow social distancing when visiting our GP Practice.

This follows the national Infection Prevention Control (IPC) Guidance for all healthcare settings and will help to ensure the safety of our staff and patients at all times.

Thank you for your continued support.

**Please continue to wear a face covering and social distance when visiting our practice**



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## News from the RHC Administration Team

### Referrals and hospital appointments

Specialist referrals and hospital appointments (other than urgent matters) were placed on hold for several months during the early part of the pandemic. Although this has eased in recent months, all the local hospitals are currently carrying lengthy backlogs for most specialties, and some services are still not fully operational yet. This means that although your GP is able to refer you for specialist treatment, for routine matters, your waiting time until your first outpatient appointment is likely to be measured in months rather than weeks. Referrals are being triaged by the medical staff at the hospital to ensure that the most urgent cases are seen earliest. Anybody who is referred for suspected cancer on a Two-Week-Wait referral can still expect to be seen within two weeks.

If you are awaiting a hospital appointment and you feel that your condition or problem is significantly worsening, please do speak to the GP again. If you are on a waiting list, we can ask for your referral to be re-triaged if your condition changes.

We do understand how frustrating this is, especially if you have been waiting a while for treatment.

### Registrations and Patient details

With the ongoing Covid vaccination programme approaching Phase III, as well as booster vaccinations and flu jabs, it is more important than ever to make sure that we have up-to-date contact details for all patients. Please make sure that you update us if you have moved or changed telephone numbers. You can do this quickly and easily via our website – just go to the Online Forms section. Please also let us know your preferences for contacting you by SMS and email; By giving us your express permission to contact you this way you are supporting the NHS by allowing us to make the most efficient use of staff time.

## Update from The Patient Services Team

The surgery phone lines continue to be very busy during these challenging times and we would like to thank all our patients for their continued patience and understanding.

Please be aware that due to continued restrictions, patients should only present at the surgery if they have a booked GP or Nurse appointment or are collecting medication from our dispensary.

All appointment bookings and queries should be made by phone.

If you are contacting us regarding results or a medication enquiry please call after 10am and choose option 2.

Please note we are unable to accept any medication requests verbally, they need to be submitted in writing either via the practice email [ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net) or the post box by the main door. Please remember to request your medications before you are due to run out.

## Update from The Dispensary Team

The dispensary would like to remind everyone to book an appointment slot to pick up your repeat medication. With the risk of viral transmission still an issue, we cannot allow an uncontrolled flow of people into the surgery. Please do not just turn up to the surgery please book an appointment time by using the on line access, NHS app or phoning after 10am 01487 812611 option 2 to book an appointment. We will text or phone when your repeat medication is ready, it will not be ready before this. If you have not already done so please can you supply the surgery with your mobile phone number? Can we also remind everyone from the 1<sup>st</sup> of April the prescription charges have increased in price.

• **£9.35 Per item**

• **3 monthly pre paid £30.25**

• **1 year pre paid £108.10**

Keep safe , everyone!

## Dementia Support Services

We are delighted to offer an extension to the Dementia support services at Ramsey Health Centre. As you may know, The Alzheimer's society have been supporting clinics for our patients, their family and carers living with dementia since 2019 and this service is now being extended to include those in care and those who are pre-diagnosis or worried about their memory.

A Dementia Advisor from the Alzheimer's Society will be providing a telephone consultation service for Ramsey Health Centre on the 2nd Weds of every other month, providing support, information and guidance for people living with dementia, pre-dementia and their carers, helping to maintain their independence, improving their sense of well-being and putting them more in control of their lives. The next clinic is Wed 11th August. If you would like to book an appointment for a telephone consultation with the Dementia advisor, please ring RHC on 01487 812611. Appointment times are for 45 mins and we hope this will continue to provide a supportive resource for you.

## Staff Changes

There have been a number of changes to our staff since our last Newsletter:

**In the GP Team**, we have welcomed a new GP partner, Dr Gladys Obuzor. GP Registrars Dr Sanjeev Kumar and Dr Diego Ramos have moved on, and **Dr Nipsy George** who has been with us for the last year, moves on in August—we wish her well. We are pleased to be welcoming new registrars **Dr Amir Khan, Dr Olofunto Ogundapo, Dr Funmilayo Dada** and **Dr Yogesh Gondalia**.

**In the Dispensary Team**, we have said fond farewells to **Lesley Armstrong** and long-time dispensary Manager **Margaret Edwards**. **Tracy Clarke** takes over as Dispensary Manager and **Danni Carter** is the newest member of the team, working towards her dispensing NVQ, having moved over from her previous role in the Patient Services Team.

**In the Patient Services Team** there have been a number of changes since our last Newsletter; we have welcomed the following new staff members to the team: **Deb Mole Weir, Diane Gould, Emily McGregor** and **Abbi Preston**. We were sad to bid farewell to long-time receptionist **Alison Channon** during lockdown.

**Nursing Team changes:** We sadly said goodbye to Practice Nurse **Emma Walter**, who left us in May.

Additional staff now working at the practice on certain days are Social Prescriber **Katarzyna Koppik**, Pharmacist **Samantha Barltrop** and Physiotherapist **Kate Leddington**.

## Update from the Nursing Team

This is a busy time of year for all and as we get to enjoy the summer months there are lots of ways you can help yourself minor ailments and don't forget your local pharmacist has a wealth of information and practical advice.

### First aid for insect bites and stings:

To treat an insect bite or sting:

- Remove the sting, tick or hairs if still in the skin.
- Wash the affected area with soap and water.
- Apply a cold compress (such as a flannel or cloth cooled with cold water) or an ice pack to any swelling for at least 10 minutes.
- Raise or elevate the affected area if possible, as this can help reduce swelling.
- Avoid scratching the area or bursting any blisters, to reduce the risk of infection – if your child has been bitten or stung, it may help to keep their fingernails short and clean.
- Avoid traditional home remedies, such as vinegar and bicarbonate of soda, as they're unlikely to help.

The pain, swelling and itchiness can sometimes last a few days.

### Cervical Smears

Our cervical smear clinics are running and we also have appointments available with our extended access service so evenings and weekend appointments are available. We also open early on a Wednesday morning at 07.45 hours and have a late clinic every Thursday evening starting at 18.30 PM.

### Baby Immunisations

Please keep up to date with your baby's immunisation schedule, we run multiple clinics through the week.

It takes a number of doses of vaccine before your baby is fully protected, so it's important to complete the whole of the course.

Enjoy the summer!

## Ramsey Health Centre Patient Participation Group

The key aims of the group are

- To promote awareness of our services
- To obtain feedback from patients on meeting objectives
- To share concerns Ideas and suggestions

If you are interested in joining and wish to be involved in how your Practice develops, please contact us via 01487 812611 or by email at [ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net).

**Ramsey Health Centre**

Mews Close, Ramsey, Huntingdon, PE26 1BP Phone: 01487 812611,

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

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

**Would you like to receive future copies of the Ramsey Health Centre Newsletter by email?**

**See our website at [www.ramseyhealthcentre.co.uk](http://www.ramseyhealthcentre.co.uk) for details, call us on 01487 812611, or email us: [ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net)**

Dispensary Opening Times:

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

## Use of General Practice Data for Planning and Research — How to Opt Out

From 1st September 2021 Ramsey Health Centre, like all GP surgeries, will legally have to allow sharing of patient identifiable data with NHS Digital for health and social care planning and research purposes. We are not allowed by law to refuse to share the information. NHS Digital will also collect information from other healthcare providers, and will be able to publish and share this data. NHS Digital hope to use this data to help NHS planning of local services and to share with research organisations.

You can find out more about how and why NHS Digital want to use your data by visiting our website and clicking on the relevant News article. As a patient, you can decide whether or not you wish your data to be shared, and you can tell us not to share your data with NHS Digital. It is important for you to understand that there are two different opt-out options:

Option 1 - known as Type 1 Opt out:

- This is to opt out of GP data sharing with GDPR
- Your information will not be shared from our clinical system
- If you opt out before the end of August 2021 NHS Digital will not extract any of your data
- You can opt out at a later stage and no further extractions will then take place
- You can opt in again at any stage

Option 2 - known as National Data opt out:

- This does not stop sharing from GP records to NHS Digital
- This controls what NHS Digital is allowed to do with your data - you are opting out of NHS Digital sharing your health data (this includes any health data from other providers as well).
- There are several ways to complete the National Data opt out:
- Via the NHSApp
- By calling 0300 303 5678

Online (<https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>)

For further information and links to the relevant forms, please visit our website [www.ramseyhealthcentre.co.uk](http://www.ramseyhealthcentre.co.uk)