



RAMSEY HEALTH CENTRE

Autumn 2013 NEWSLETTER

Seasonal Flu Update

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As we head towards Autumn, our thoughts turn to the seasonal flu immunisation programme. We currently have stocks of the Influenza vaccine and will be offering vaccination to the following groups of patients:-

- **Patients who are currently pregnant**
- **Patients who are over 65 years of age**
- **Patients with a chronic respiratory disease (e.g. bronchitis, COPD)**
- **Patients with chronic heart disease (such as heart failure)**
- **Patients with chronic kidney or liver disease**
- **Patients with neurological disease (such as Parkinson's disease, motor neurone disease)**
- **Patients who have had a stroke or transient ischaemic attack (TIA)**
- **Patients with diabetes**
- **Patients with a weakened immune system**

Flu clinics will be running throughout the month of **October/November 2013**.

IF YOU ARE A MEMBER OF ONE OF THESE GROUPS, PLEASE SPEAK TO THE RECEPTIONIST AND BOOK YOURSELF IN FOR A FLU JAB.

IF YOU ARE NOT SURE IF YOU ARE ELIGIBLE, PLEASE SPEAK TO A MEMBER OF STAFF WHO WILL CHECK YOUR RECORDS.

Children's Flu Immunization Programme



For Winter 2013/2014, we will be offering routine flu vaccination to all children registered with the practice aged **2 to 3 years**. Vaccination will be via the new Fluenz™ nasal spray vaccine.

We will be contacting parents of eligible children in due course to invite them to our specialist child flu immunisation clinics.

The child influenza vaccination programme will be rolled out to children of other ages in subsequent years.

NATIONAL SHINGLES VACCINE PROGRAMME COMMENCES



A new, nationwide **shingles** vaccination programme will start in the UK in September 2013.

About 90% of adults raised in the UK are immune to chickenpox (varicella). However, after chickenpox, the varicella virus remains dormant in the nerve tissue and can reactivate as shingles. The symptoms of shingles can range from mild to severe. Shingles usually affects

side of the body, often on the trunk, head, neck or eye. Shingles usually starts with a headache and tiredness, and people commonly feel a tingling or burning sensation in the area of the skin before the rash appears, which then turns to painful fluid-filled blisters which eventually dry out and form scabs.

Whilst most people have no long term effects from shingles, it can cause complications such as long-term nerve pain (post-herpetic neuralgia). Sometimes shingles can develop in the eye causing pain and visual problems.

Shingles occurs most frequently in older people, which is why the new vaccination programme is starting this year with those aged 70. In addition, a "Catch-up" programme running at the same time will aim to vaccinate those aged 79.

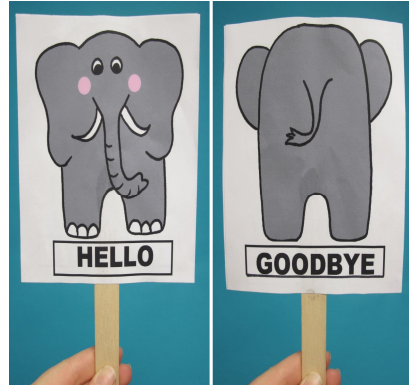
IF YOUR 70th OR 79th BIRTHDAY FALLS BETWEEN 1ST SEPTEMBER 2013 AND 31ST AUGUST 2014 AND YOU WOULD LIKE TO BE VACCINATED, PLEASE SPEAK TO A RECEPTIONIST.

Staff Changes at Ramsey Health Centre

We have recently said "Farewell" to two long-serving members of the Ramsey Health Centre Team: Senior Partner Dr Simon Brown and Practice Manager Mrs Cherry Gibson .

The very best wishes of the entire team go with them in their future endeavours.

We are pleased to welcome two new members of staff, our Front of House receptionists Kimberly Barnes and Alison Channon.



We are also delighted to announce that Dr Himanshu ("Manch") Patel (who some may remember as our GP Registrar in 2010) will be joining our Partnership full-time in December this year.

Finally, we are very happy to say that we now have two full time Practice Managers, with Julie White and Grace Roberts having moved jointly into the role from their former roles as Asst. Practice Manager and Finance Manager respectively.

Your health records and sharing of information

Over the coming months, if you visit the surgery you may be asked to complete a form about the sharing of health records.

Your GP health records are kept on a secure electronic system called SystmOne, used by many NHS healthcare providers.

When you are receiving care from other NHS organizations (such as local hospitals, community services, out of hours services, etc.) it would possible for us to share your electronic health records with them to enhance the quality of care provided.

Naturally, your GP records will not be shared with anyone unless we have your explicit consent.

We will be offering you the opportunity to complete a signed consent form, making your wishes absolutely clear.

Leaflets will be available in the surgery to further explain the proposed sharing. Please feel free to ask a member of our staff if you have any questions about giving or withholding your consent to the sharing of your records.

New Dispensing System

From Tuesday 1st October we will be asking all dispensing patients who require assistance from a dispenser to sign in with the receptionist first, stating whether it is for collection, returns or a query. We will be asking patients to take a seat in the main waiting area, rather than coming to the dispensary hatch and ringing the bell.

The receptionist will mark you as "arrived" on our electronic dispensing list and the dispenser will work through the list.

We will call each patient to the hatch via the tannoy system when the request is ready.

It is our aim that this will provide an improved service to our patients in a number of ways. Firstly we hope that the

dispensers will be able to work more efficiently and safely without frequent interruption from the hatch. We believe that this will lead to shorter waiting times for patients and to a fairer system where patients are dealt served in order of arrival.

In addition, we have listened to feedback from patients regarding the limited confidentiality at the dispensary hatch and we hope that the new system will improve this, as patients will be called up one at a time and will be able to speak freely without being overheard by patients waiting behind them.

Helping Us to Help You

The Patient Services team here at Ramsey Health Centre are committed to helping all our patients to access the most appropriate and timely medical care to meet their needs.

Sometimes, when you telephone us to request an appointment, the reception staff will ask you for some brief details about the nature of your medical problem.

We would like to stress to all our patients that they are simply doing their job, and trying to help you get the best care possible

Many common ailments can be dealt with quickly and efficiently by a member of our nursing team, who

can also prescribe a range of common medications. The receptionist is often able to get you a much quicker appointment if she knows what your medical problem is.

So, please help us to help you by sharing some brief details of your medical problem with the receptionist. Of course we understand that patients might sometimes feel uncomfortable about discussing their health with anyone other than a doctor or nurse, and you are quite within your rights to simply tell the receptionist that you would rather not say what the problem is.



All of our receptionists are bound by the same rules of patient confidentiality as the doctors and the nurses so you can rest assured that your privacy will always be respected.

If you see something, say something...



The safeguarding of vulnerable adults within our community is a matter that concerns all of us. Every individual has a right to be protected from harm or fear and to have their rights and choices respected.

If you ever have concerns that a vulnerable adult might be being harmed or abused by those who are supposed to care for them...please don't ignore it or tolerate it.

If you see something....say something.

The Cambridgeshire Safeguarding Adults Board: 0345 045 5202

Action on Elder Abuse: 0808 808 8141

Ramsey Health Centre

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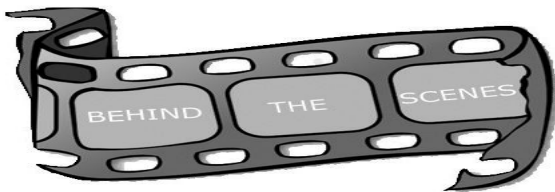
Opening Times

Monday	8.00am to 6.00pm
Tuesday	8.00am to 8.00pm (dispensary till 6pm)
Wednesday	8.00am to 6.00pm
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm

Appointment Cancellation Text Number: 0790 779 4417

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



PPG Goes Behind the Scenes

by Carole Broom

Have you ever wondered what the receptionists do when they aren't answering the phone or at the reception desk? Well I did, and having just retired after 30 years in the NHS, I thought I would invest some of my new-found spare time and find out. So one day in January I spent some time with the Patient Services team—thank you to Julie White, Hayley and Georgie for showing me first hand the comprehensive administrative and clerical service that the team provide to patients and clinicians.

The patient services team manage a patient list of approximately 7,300 patients which also covers local nursing homes and interim care for temporary patients of the Manor House in Upwood. In addition to booking appointments and monitoring the appointment system the also:-

- Register new patients, explaining Practice arrangements
- Scan all patient documentation into the patient's clinical record (e.g. results and communications from hospitals/specialists, or from a previous GP practice)
- Act as a personal assistant to a named doctor, liaising between the doctor and patient as required
- Print off patient summaries ready for home visits

- Action and process repeat prescriptions for non-dispensing patients
- Book hospital transport for eligible patients
- Deal with telephone enquiries for test results
- Assist with specialist clinics—e.g. diabetes, podiatry, anticoagulant, hearing aids
- Carry out general office duties.

As you would imagine, 8 am is pretty busy with non-stop phone calls for appointments. The reception area can also be quite busy, but staff do try to see everyone as quickly as possible. As patients, we can make the difference by being patient (sorry for the pun) when waiting, making sure we attend our booked appointments or contacting the Health Centre to cancel if unable to make it, thereby allowing other patients to be seen. Put an entry on the calendar, diary or smart phone to help.

To cancel, you can text or leave a voicemail on 07907 794417.

For the period of 1st—18th January there were 110 missed appointments (including some booked the same day!) and on 17th there were two missed minor operation appointments. Each of these missed ap-

pointments meant another patient missed out unnecessarily.

There are only a set number of appointments each day but if a patient needs urgent treatment then a consultation will always be provided via the duty team or A&E if more appropriate. A telephone consultation may be the first step to assess your health problem. If there are no appointments immediately when you phone, a brief summary of your health issue to the receptionist will help the clinical staff assess the urgency and recommend the best course of action.

We may all have a "preferred" doctor but if there are no appointments immediately available with him/her, then it is better to see another doctor than delay treatment when it shouldn't wait.

I hope to bring you insight into the workings of other areas of the Health Centre in future newsletters.

Next edition: Behind the scenes in the Dispensary.

Carole Broom—PPG Member

NB: Patient confidentiality was maintained at all times.