

RAMSEY HEALTH CENTRE NEWSLETTER

Summer 2016



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RAMSEY HEALTH CENTRE – CQC INSPECTION

Ramsey Health Centre was inspected by the Care Quality Commission (CQC) on 14 April 2016 and we are delighted to say we have been awarded a **Good** rating by the regulatory body.

The CQC monitor, inspect and regulate GP practices and during their inspections ask five key questions about the quality and safety of services:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive?
- Are they well-led?

Inspected and rated

Good







They look at how services are provided to people in specific population groups and the quality of that care:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia)

The inspectors gather information from a variety of sources both internal and external and found that Ramsey Health Centre was providing **GOOD** services in all areas.

There are four ratings that CQC give to health and social care services:

	<i>Outstanding</i> - The service is performing exceptionally well.		<i>Good</i> - The service is performing well and meeting our expectations.
	<i>Requires improvement</i> - The service isn't performing as well as it should and we have told the service how it must improve.		<i>Inadequate</i> - The service is performing badly and we've taken action against the person or organisation that runs it.

The inspection report has now been published and can be viewed on our website at www.ramseyhealthcentre.co.uk

AUGUST BANK HOLIDAY CLOSURE

Just a reminder that Ramsey Health Centre will be closed for the August Bank Holiday: Mon 29th Aug 2016.





Breast Screening Update



Ramsey Health Centre was pleased to play host again to the mobile NHS breast screening van which occupied part of our car park this June/July. We do strongly encourage women in the eligible age groups to participate in the screening programme when invited.

Public Health England have recently announced that breast screening invitations for women in the 47–49 age group will be ceasing after July 2016. Some women in this age group will have been invited for screening as part of an age extension trial, looking at the benefits of screening before the age of 50. Recruitment for the trial is now complete, so the screening rules will revert to the UK NSC guidance (i.e. age 50–70). Any women in the 47–49 age group who have already received an invitation to attend for screening should still attend, although no further invitations to this age group will be sent after July.

New at Ramsey Health Centre: Electronic Prescription Service

Ramsey health Centre has recently transferred over to the **Electronic Prescription Service (EPS)**. EPS is an NHS service which gives you the chance to change how we send your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

- ◆ If you currently collect your paper repeat prescription from the practice, you will no longer have to visit the health centre to pick up the paper prescription. Instead, we will send it electronically to the place you choose, saving you time.
- ◆ You will have more choice about where to get your medicines from—you can choose to collect from a pharmacy near where you live, work or shop.
- ◆ You may not have to wait as long at the pharmacy as there will be time for your prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:-

- ◆ don't want to attend the practice every time to collect your repeat prescription
- ◆ Collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be for you if you:-

- ◆ Don't get a prescription very often
- ◆ Pick up your medicine from different places

How can you use EPS?

You need to choose (or "nominate") the place to which you would like your prescriptions sent. You can choose:

- ◆ A pharmacy
- ◆ A dispensing appliance contractor (if you use one)
- ◆ Or the dispensary in the practice (if you are eligible)

Ask any pharmacy or dispensing appliance contractor that offers EPS or contact Ramsey Health Centre to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically please tell us. If you want to change or cancel your nomination, speak to your pharmacist or dispensing appliance contractor or contact us at the practice. Please do this before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. For more info, visit www.hscic.gov.uk/epspatients or speak to the pharmacy or the practice team.





SEASONAL HEALTH UPDATE: BITES AND STINGS

Insect bites and stings are common and usually only cause minor irritation.

However, some stings can be painful and trigger a serious allergic reaction. In the UK, insects that bite include midges, mosquitoes, fleas, bedbugs and, although not strictly insects, spiders, mites and ticks, which are arachnids. Insects that sting include bees, wasps and hornets.

An insect bites you by making a hole in your skin to feed. Most insects sting as a defence by injecting venom into your skin.

Symptoms of an insect bite or sting

When an insect bites, it releases saliva that can cause the skin around the bite to become red, swollen and itchy. The venom from a sting often also causes a swollen, itchy, red mark (a weal) to form on the skin. This can be painful, but it's harmless in most cases. The affected area will usually remain painful and itchy for a few days. The severity of bites and stings varies depending on the type of insect involved and the sensitivity of the person.

In rare cases, some people can have a serious allergic reaction (anaphylaxis) to a bite or sting that requires immediate medical treatment.

When to seek medical help

See your GP if you've been bitten or stung and there's a lot of swelling and blistering or if there's pus, which indicates an infection.

Dial 999 and ask for an ambulance if you experience any of these symptoms after a bite or sting:

- wheezing or difficulty breathing;
- nausea, vomiting or diarrhoea
- a fast heart rate
- dizziness or feeling faint
- difficulty swallowing
- confusion, anxiety or agitation

Treating insect bites and stings

Most bites and stings are treated by:

- washing the affected area with soap and water
- placing a cold compress (a flannel or cloth soaked in cold water) over the area to reduce swelling



Try not to scratch the affected area to avoid infection. If you're in pain or the area is swollen, take painkillers such as paracetamol or ibuprofen.

If you have a more serious reaction, your GP may prescribe other medication or refer you to an allergy clinic for immunotherapy (desensitisation).



Preventing insect bites and stings

You're more likely to be bitten or stung if you work outdoors or regularly take part in outdoor activities, such as camping or hiking.

Using insect repellent and keeping your skin covered when outdoors will help you avoid being bitten or stung.

Try not to panic if you encounter wasps, hornets or bees, and back away slowly. Don't wave your arms around or swat at them.

Staff Changes at Ramsey Health Centre

We are happy to welcome a new face to the Ramsey Health Centre team: Healthcare Assistant **Sophie Ford** has joined us and will be working alongside the rest of our excellent nursing team. Previously employed at Papworth Hospital, Sophie will be putting her skills to good use helping our patients with blood tests, health checks and a variety of other services. We warmly welcome her to the team.

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:

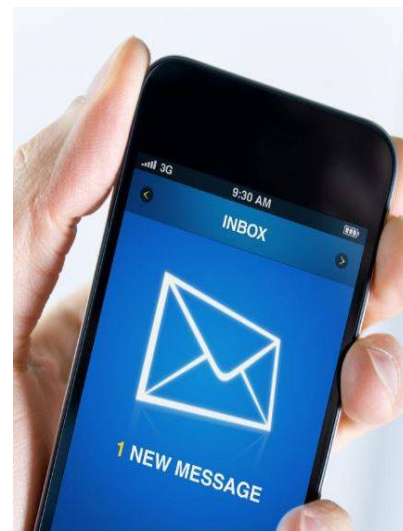
Mon, Tues, Wed and Fri 08:00 - 13:00 and 15:00 - 18:00

Thurs 08:00 - 13:00 (closed Thursday pm)

Help us reduce the number of wasted appointments: Sign up for SMS reminders!

We know that our patients hate seeing NHS resources wasted as much as we do. In the last month alone, a total of **173** appointments were wasted when patients failed to attend. This equates of over **28 hours** of doctors' and nurses' time that could have been offered to other patients with urgent health problems.

We do understand that keeping track of appointment dates is not always easy, so why not sign up for our text messaging reminder system? If you have a mobile phone, we can send you a text message (SMS) 24 hours before your appointment, to remind you to attend, or to cancel if you no longer need the appointment.



Please speak to our receptionist about signing up for this service. Alternatively, you can go to our website at www.ramseyhealthcentre.co.uk and click on the "SMS/Email" button on the left hand side of the Home page.



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