

# Ramsey Health Centre Newsletter



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To receive 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

## Winter 2016/17

### ONLINE SERVICES — HAVE YOU REGISTERED YET?

Did you know that you can...

- Book/cancel appointments
- Order repeat prescriptions
- Book a prescription collection slot
- View summary information (allergies, adverse reactions & medications)
- Access Detailed Coded Records Access (DCRA) aged 16+

... ALL using our online services?

Ramsey Health Centre has been offering online access since last year, and we would like to encourage more of our patients to sign up and enjoy the benefits of online access.

In order to access these services online, you will first need to register to use the SystemOnline Service. Please ask our reception staff for a registration form, or access our website ([www.ramseyhealthcentre.co.uk](http://www.ramseyhealthcentre.co.uk)) for details of how to register.

Registration does require proof of identity, so you will be asked to bring along proof of your identity (e.g. photo ID such as passport or driver's licence) and proof of residence (e.g. bank or building society statement) so that our staff can verify that you are the correct person to receive the user details.

Whether from the comfort of your home, or on-the-move with your Smartphone, online access is quick and convenient—why not register today?

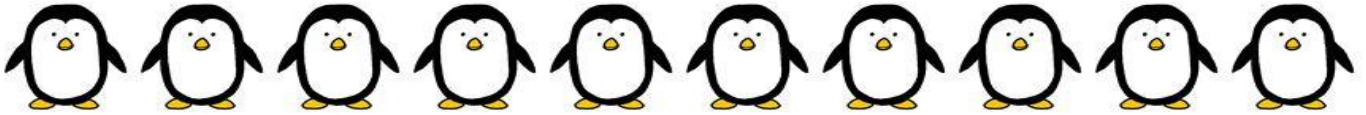
**STAY WELL  
THIS WINTER**

### Flu Vaccination Reminder - It's not too late!

Our walk-in Flu Clinic earlier in the season was a great success, but we still have stocks of flu vaccine to offer to eligible patients. You are eligible for a free NHS flu jab if you:

- are 65 years of age or over
- are pregnant
- have certain long-term medical conditions
- live in a long-stay residential care home or other long-stay care facility or
- receive a carer's allowance, or you are the main carer for an elderly or disabled person.

Please call us or speak to one of our receptionists if you would like to book in for a flu vaccination appointment.



## New Help for Mental Health Crisis— the First Response Service

A new service to help people experiencing a mental health crisis is now available via the 111 service — the **First Response Service (FRS)**.

**What is the First Response Service (FRS)?** The First Response Service supports people experiencing a mental health crisis. It provides 24-hour access, seven days a week, 365 days a year, to mental health care, advice, support and treatment. By calling 111, and selecting option 2, you will be put through to a member of the FRS who will speak to you and discuss your current mental health needs.

**Who can use FRS?** Anyone who lives in Cambridgeshire - which includes Cambridge, Peterborough, Huntingdon, Wisbech and the surrounding areas - who feels they need urgent mental health care. This includes service users, carers, family and friends.

You can contact the service direct. You do not have to have used any mental health services before. You can also be referred by your GP, social care professional or a voluntary organisation.

**When should I call FRS?** If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you should contact FRS. Examples might include:

- Mood changes – different to how you usually are;
- Withdrawing – from people (close family, friends or work colleagues);
- Feeling unable to cope;
- Changes in the way you think
- Not taking care of yourself like you usually would;
- Unusual ideas;
- Feeling out of control;
- Hearing voices or seeing things that others can't;
- Thinking about harming yourself or someone else.



**What will happen when I call FRS?** A Telecoach - psychological wellbeing practitioner - will answer and quickly assess your needs. Telecoaches are experienced in talking to people in distress and providing guidance to help you manage the situation and your feelings. They have information on all the health, social and voluntary services available to support you. They will refer or make an appointment if it is needed. They may decide you need urgent support; in this case they will ask a First Responder from our team to visit you as soon as possible.

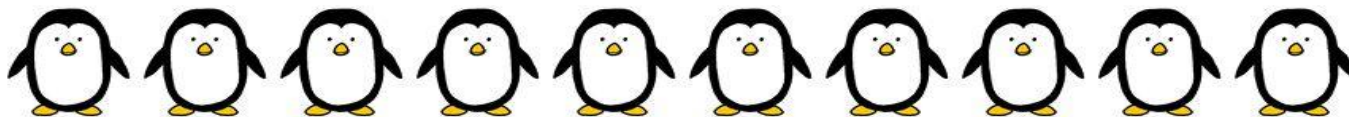


**OPENING THE DOOR FOR MENTAL HEALTH SUPPORT FOR CHILDREN AND YOUNG PEOPLE**

Kooth is a confidential and anonymous online service for young people, specifically developed to make it easy and safe for young people to access mental health support, as and when they need it, while removing any associated stigma.

Once signed up, Kooth users have access to BACP-trained counsellors available until 10pm 365 days a year, peer-to-peer support through moderated forums, and a range of self-help materials co-written by other young people.

Any young person aged 11-25 with a Cambridgeshire and Peterborough postcode can access the service for free. The website is: [www.kooth.com](http://www.kooth.com).



## RHC DISPENSARY UPDATE



### NEW — Bookable times for your medication collection

We know that dispensary patients have found that queueing to be added to the dispensary list has caused some problems. This system was introduced to support a safe working environment for staff dispensing your medications and also to improve patient confidentiality at the dispensary hatch.

We have considered all options that will work with our clinical system to try and address this problem and have come up with an online booking system, using the existing SystemOnline Services.

When you look at the online appointments, you will see that a new option has appeared, called Dispensary Collection Time. This is an appointment time for you to collect your medication from the dispensary. Once you have booked your slot, you simply arrive at the surgery as you would for any routine appointment and use the self-check-in screen to confirm that you have arrived. The dispenser will know you are waiting and will call you to the hatch as near to your appointment time as possible.

We hope this change will prove beneficial to patients and reduce the wait time for collections. If the system is successful, we will increase the number of bookable collection slots available. As always, we welcome your feedback.

**\*\*\*\* PLEASE NOTE: You will need to be registered for online access to use the new collection booking system — if you are not yet registered, please ask for details or see our website. \*\*\*\***

**Change to opening times:** The dispensary at Ramsey Health Centre is now open **every weekday** (opening hours: 8.00 am to 1.00 pm and 3.00 pm to 6.00 pm.) We will no longer be closing on a Thursday afternoon.

**Holidays:** If you are requiring medication early or an extra amount due to holiday, please let us know as soon as possible and kindly allow extra time for processing your request.

**Confidentiality:** Please be aware that—like all the health centre staff—our dispensers are bound by confidentiality rules which prevent them from discussing a patient's medical information with anyone other than the patient themselves unless we have the patient's explicit consent. This also applies to information about prescriptions and medications. If you collect medication for someone else, or they collect medication for you, please be aware that the dispensers would not be able to engage in any detailed discussions or answer any questions about the medication without breaching confidentiality rules. Patients who are happy for us to discuss their medical information with (for example) their spouse or another family member should confirm this in writing, so that it can be recorded on their records.

**Medication requests at Christmas and New Year:** Generally it will not be necessary to collect medication early for Christmas unless your collection date falls on the Monday and Tuesday the Health Centre is closed; however, if you are going away for Christmas or New Year please inform us as soon as possible and allow extra time for your request to be processed. For routine requests please allow two working days before collecting your medication. This excludes bank holidays and weekends.

## Promoting Self-Care

In these times of acute pressure on NHS resources, it is important to consider whether we can look after ourselves better and treat minor ailments with over-the-counter remedies instead of asking for a prescription.

Cambridgeshire and Peterborough CCG has revealed that it spent over **£4 million** last year on prescribing medicines that patients could have bought from supermarkets and pharmacies. This includes **£1.5 million** on prescribing pain relief (Paracetamol), **£1.2 million** to treat upset stomachs, **£550,000** on antihistamines and **£320,000** to treat heartburn and indigestion. All these medications can be bought at local pharmacies for less than it costs the NHS to prescribe.

Sati Ubhi, Chief Pharmacist at the CCG said, "We want the public to really think before they visit the GP... A packet of Paracetamol can cost as little as 25p for 16 tablets at a pharmacy. We all have a responsibility to look after our own health and to look after our NHS."

Please help us to use NHS resources wisely by considering self-care options before asking for a prescription.

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

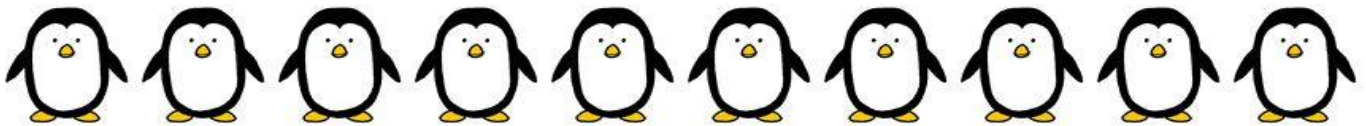
E-mail address: Ramsey.health-centre@nhs.net Web site: www.ramseyhealthcentre.co.uk

#### 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

#### Dispensary Opening Times:

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



### New Local Service — Minor Eye Conditions

A new service is available in this area for the treatment of Minor Eye Conditions (e.g. sore eyes, red eyes, sticky eyes, gritty eyes, ingrown eyelashes, visual disturbances, etc.). These types of minor eye conditions are safe to be treated in the community and you can now contact a specially trained optometrist for an appointment to deal with these conditions, instead of making an appointment with your GP.

In Ramsey, our local optician Gathercole and Ward are able to provide this service—please contact them on 01487 812358 to make a Minor Eye Conditions appointment. For a list of other qualified opticians in the local area, please check the Cambridgeshire and Peterborough CCG website.

### A reminder about medication for Dental problems

We would like to remind our patients that GPs should not be asked to prescribe medication to treat dental conditions. If you require pain relief or antibiotics in connection with dental procedures, it is the responsibility of your dentist to prescribe these. Please contact your dentist for help in the first instance.

**THE STAFF AT RAMSEY HEALTH CENTRE WISH YOU A VERY MERRY CHRISTMAS AND A HAPPY AND HEALTHY NEW YEAR!**



### Christmas and New Year Closing:

Ramsey Health Centre will be closed on the following dates:

**Monday 26th and Tuesday 27th December 2016**

**Monday 2nd January 2017**

