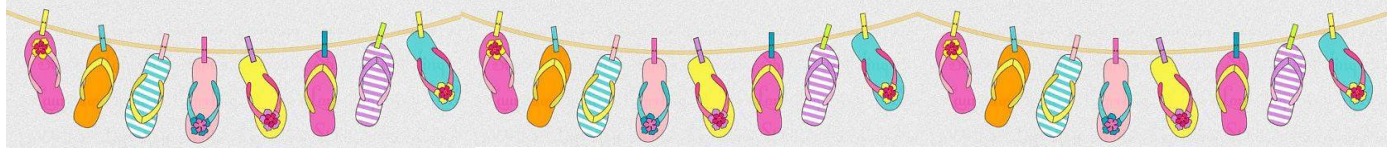


# RAMSEY HEALTH CENTRE NEWSLETTER



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## New "Named GP" Service

All UK GP surgeries are now contractually required to allocate a "Named GP" to each patient on their list. This means that for each patient, there will be one GP who has been nominated to have overall responsibility and accountability for co-ordinating that patient's care.

**Who is my named GP?** If you would like to know which of our GPs is your Named GP, please just ask us. Whilst we do not have the resources to contact every patient just to let them know their Named GP, we will be letting patients know when they attend their next consultation.

**Do I have to see my Named GP when I book an appointment?** No. The Named GP system will not affect the way appointments are allocated at Ramsey Health Centre. Patients are still free to request to see any doctor or nurse within the practice on any visit.

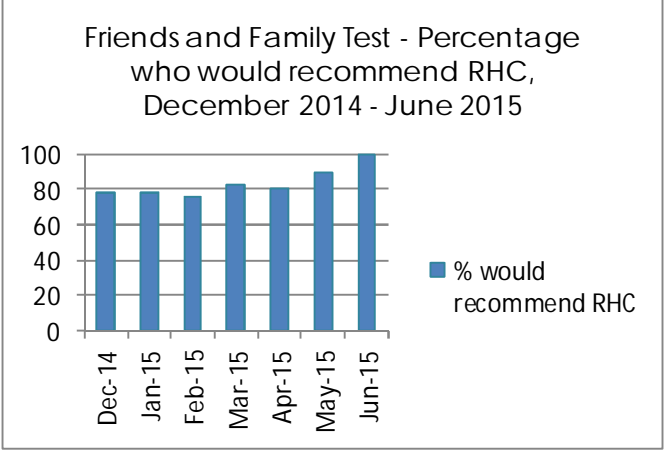
**Can I choose which doctor is my Named GP?** Initially, Ramsey Health Centre has simply allocated you a Named GP. As the Named GP system will make no actual difference to your ability to choose which doctor you see, we would not expect that many patients will need to request a change; however, if you have a preference for a particular named GP we will make reasonable efforts to accommodate your request.

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 us at [ramsey.health-centre@nhs.net](mailto:ramsey.health-centre@nhs.net)

## Friends and Family Test—Update

In our Winter newsletter, we introduced the NHS Initiative—"The Friends and Family" test whereby feedback of patients' experiences is invited. We ask patients whether they are likely to recommend our GP practice to friends and family if they need similar care or treatment.

We are happy to report that over the last seven months, an overwhelming majority of you have answered in the affirmative. These figures are shown opposite. THANK YOU for your excellent feedback, and please do continue to fill out the feedback cards, so that we can continue to improve our service to you.



## New Staff at Ramsey Health Centre

We are pleased to welcome a new member of staff here at Ramsey Health Centre: Nurse Practitioner **Louise Gee** will be joining the RHC Nursing Team in mid-July.

We also belatedly welcome **Natalie Jarvis** to the Patient Services team. Natalie joined the team at the beginning of June.

## Sick Notes for School-Age Children

GPs receive a significant number of requests from parents of school-age children for sick notes or GP letters providing evidence of illness.

GPs do not provide sick notes for children.

Where children are absent owing to illness, the school may sometimes ask parents to provide evidence of illness. The Department for Education states that medical evidence can take the form of appointment cards, prescriptions, etc. It does not need to be a doctor's letter, and the school should not ask you to provide one.

It is estimated that a potential 47,000 appointments could be saved by correcting misconceptions on the role of GPs in issuing sickness certification. Please help us to protect NHS resources by not asking GPs to write unnecessary letters covering school absence.



## Passports — GP countersignature no longer permitted

The Passport Office guidance\* on who can countersign a passport application has recently been updated to include the following statement:-

***"In the past it was ok to use your Doctor/GP to countersign your application. Due to high demand and complaints received from medical professionals you are now not able to use your registered doctor as a counter signatory."***

Accordingly, Ramsey Health Centre GPs will no longer be countersigning patients' passport applications.

\* (<https://www.passports-office.co.uk>)

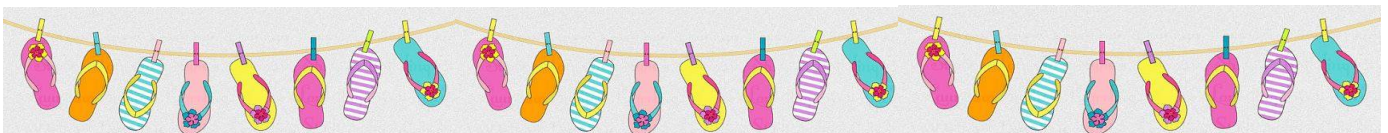


## Minor Injuries—A&E or GP?



Did you know that Ramsey Health Centre is able to treat a wide range of minor injuries? Most minor cuts, bites, bruises, burns, sprains and strains can be treated by the team here at the health centre, saving you a trip to A&E and possibly a long wait.

Our Nurse Practitioners are able to see walk-in patients with minor injuries on most days, and our wider nursing team are experienced at dealing with many common minor injuries.



## Ramsey Health Centre Dispensary Update

**Prescription Clerks:** Ramsey Health Centre now has two Prescription Clerks (Alison Davies and Liz Hackett) to whom all queries and requests relating to your medication or prescriptions should be directed. Their hours of work are 9 am—5 pm each day and 8.30 am—5.30pm on Wednesdays.



### Thank you:

Thank you for only ordering the items you require for the month. This has made a huge difference to wastage of medication.

**Taking medication Abroad:** If you are travelling abroad with medication, it is always sensible to contact the airline to check for any documentation requirements. Some countries will require a letter from your GP; for others, the repeat request strip will be sufficient. Some countries insist on the medication being in the original containers; some insist that the patient's correct name (not their "known as" name) is shown on the container. To avoid any problems, it is always best to contact the airline before travelling. Have a happy and safe holiday!

**Requesting Repeat Medication:** When contacting us to request medication, please make sure that you know the NAME, STRENGTH AND DOSE of the medication you are requesting. If you have lost your repeat medication slip, there are blank prescription request forms available at reception. There is no need to queue to hand your request in — please just drop it in the Prescription Request box. If you require your medication early ( e.g. because you are going on holiday) please make a note of this on the bottom of the request form. Always allow 2 working days for a request to be processed.

**When will my Medication be ready?** A prescription resulting from a telephone consultation in the morning will be ready after 3 pm. A prescription resulting from a telephone consultation in the afternoon will be ready after 5 pm.

**Forthcoming Changes to Ordering Medication:** From September 2015, in line with CQC suggestions and in the interests of patient safety, we will NOT be accepting verbal requests for medication over the telephone. From that date you will be able to order your medication in the following ways:

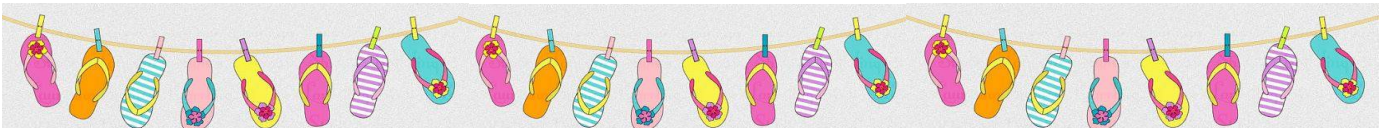
### WAYS TO ORDER FROM SEPTEMBER 2015:

- By registering to use the SystemOnline access system (see website for details)
- By placing a written request in the prescription request box on the wall near reception
- By posting us a written request. (If you usually take your prescription to the chemist to dispense, you can enclose an SAE with your prescription request and we will post your prescription back to you.)
- By leaving a request at either of the local pharmacies or at RHC (if you collect your medicine from here)

PS: Wee would appreciate...

...if patients depositing urine samples in the samples bin at reception could make absolutely sure that the cap of the container is tightly screwed on before dropping it in there.

'Nuff said?! Thank you!



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

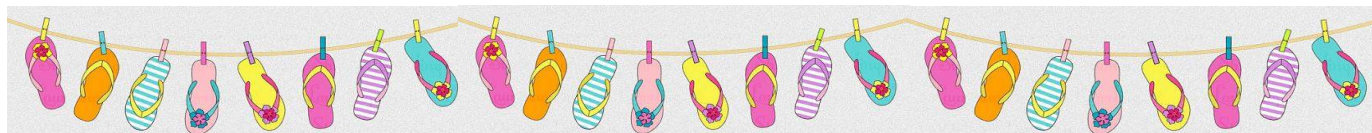
E-mail address: Ramsey.health-centre@nhs.net Web site: www.ramseyhealthcentre.co.uk

#### 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, Tues, Wed and Fri 08:00 - 13:00 and 15:00 - 18:00  
Thurs 08:00 - 13:00 (closed Thursday pm)



### Asthma Alert

For Asthma sufferers, attacks can often increase during the summertime. Hot, dry weather can be a trigger for inflamed airways, which may already be inflamed due to high pollen levels, mould spores, pollution, ozone and dust.

#### 3 simple steps

Make sure you don't end up struggling for breath in the heat:-

- Take your preventer medications as prescribed
- Carry your reliever inhaler at all times
- Carry a bottle of water to keep you cool and hydrated

Thunderstorms can be a trigger

It is thought that thunderstorms can cause high levels of mould and pollen spores to be swept up into the air where the moisture breaks them into much smaller pieces. As they settle back down, these smaller pieces can be breathed into the smaller airways of the lungs where they irritate the airway and trigger asthma symptoms. At the end of June 2005 alone, a six-fold rise in the number of emergency admissions for asthma was reported over one weekend as the result of thunderstorms.

### Top Tips for Keeping Healthy in the Heat

**Stay out of the heat:** Keep out of the sun between 11am and 3pm. Avoid extreme physical exertion and wear loose-fitting cotton clothes. Walk in the shade, wear sunscreen and wear a hat.

**Cool yourself down:** Have plenty of cool drinks and avoid excess alcohol, caffeine and hot drinks. Eat cold foods such as salad and fruit with a high water content. Take a cool shower, bath or body wash. Spray water on your skin or keep a damp cloth on the back of your neck.

**Keeping your environment cool:** This is especially important for infants, the elderly or those with chronic health conditions. Keep windows that are exposed to the sun closed during the day and open then at night. Close curtains that receive morning or afternoon sun. Turn off non-essential lights and electrical equipment—these generate heat. Keep indoor plants and bowl of water in the house as evaporation helps cool the air. Electric fans may provide some relief if temperatures are below 35°C. Have your loft and cavity walls insulated—this keeps heat in when it is cold and out when it is hot.

**Look out for others:** keep an eye on elderly, isolated or sick people to make sure they are able to keep cool.