



RAMSEY HEALTH CENTRE NEWSLETTER SPRING 2019



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Ramsey Health Centre patients are now able to book routine appointments to be seen by doctors, nurses and healthcare assistants in the evenings and at week-ends, in **Extended Access** - a new service provided by the West Cambs Federation, of which RHC is a member.

This service is available to all RHC patients, seven days a week, in sessions at four local clinics:

- **Acorn Surgery, Oak Drive, Huntingdon**
- **Buckden Surgery, Mayfield, Buckden**
- **Cornerstone Surgery, Elwyn Road, March**
- **Cromwell Place Surgery, Cromwell Place, St Ives**

You can make an appointment at whichever site you like - not just the one nearest to your home - for a time that fits your schedule.

To book an appointment our patients can contact us at Ramsey Health Centre on **01487 812611** - and we will book your appointment for you.

CHANGE TO PRESCRIPTION AND SICK NOTE REQUESTS

From **January 2019**, our system for prescription and fit note requests has changed.

Our previous system required that patients give two working days' notice for a request to be actioned.

This has now changed to **three working days' notice**.

This means that...

- If requested on **Monday**, your prescription/fit note will be ready by **Thursday**
- If requested on a **Tuesday**, your prescription/fit note will be ready by **Friday**
- If requested on a **Wednesday**, your prescription/fit note will be ready by **Monday**
- If requested on a **Thursday**, your prescription/fit note will be ready by **Tuesday**
- If requested on a **Friday**, your prescription/fit note will be ready by **Wednesday**

Thank you for your patience and understanding.





Staff News at Ramsey Health Centre

We are pleased to welcome two new staff members to the Ramsey Health Centre Team. Paramedic Practitioner **Sarah Naylor** has joined our clinical team, offering additional capacity for minor illness and minor injury consultations. We also welcome **Angela Clarke** to our Patient Services team.

Patient Services Team Member **Chloe Payne** sadly left us in December—we wish her all the very best in the future.

Dementia Support at Ramsey Health Centre



In partnership with the Alzheimer's Society, Ramsey Health Centre is happy to announce additional services available for people living with dementia and their carers.

A Dementia Support Worker will be available in the practice on the first Wednesday of every month, to provide advice and support for those affected by dementia.

To book an appointment please contact the Ramsey Health Centre reception.

Prescription Charge Increase

From 1st April 2019, UK NHS prescription charges will increase to £9.00 per item.

The pre-payment certificates will remain the same at £104.00 for 12 months and £29.10 for 3 months.

Medication Changes—Pregabalin and Gabapentin

From 1st April, PREGABALIN and GABAPENTIN are being reclassified as **Controlled Drugs**. This has an impact on the collection of these drugs. Patients will need to **request** repeat prescriptions each month.

When collecting medication, patients or their representatives, regardless of age, will be required to complete the reverse of the FP10 including the grey box on the right.

Patients or their representatives will also be required to show **identification** when collecting these drugs. This applies regardless of where the medication is collected from.

Easter Bank Holiday Closures

The practice will be closed for the Bank Holidays on:-

Friday 19th April 2019 (Good Friday) &

Monday 22nd April 2019 (Easter Monday)

Please bear this in mind and ensure that you request prescription items in sufficient time to ensure you do not run out of your medication.





Self-Care

Visitors to the Ramsey Health Centre Website (www.ramseyhealthcentre.co.uk) may have noticed a new "Self Care" section, accessible by clicking the "Self Care" button on the home page. Clicking this link takes you to the **Self Care Forum** where you will find a wealth of information about things you can do to keep yourself fit and healthy, and to look after common health conditions.

The **Self Care Forum** aims to further the reach of self care and embed it into everyday life. Self Care is the actions that individuals take for themselves, on behalf of and with others in order to develop, protect, maintain and improve their health, wellbeing or wellness.

Why is self care good for people?

Empowering people with the confidence and information to look after themselves when they can, and visit the GP when they need to, gives people greater control of their own health and

encourages healthy behaviours that help prevent ill health in the long-term. In many cases people can take care of their minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as those with comorbidities, the very young and elderly, managing long-term conditions and providing new services.

More cost-effective use of stretched NHS resources allows money to be spent where it's most needed and improve health outcomes. Furthermore, increased personal responsibility around healthcare helps improve people's health and wellbeing and better manage long-term conditions when they do develop. This will ultimately ensure the long-term sustainability of the NHS.



Renovations to the Health Centre

Ramsey Health Centre are very pleased to announce that some long-awaited improvements to our premises will be taking place this year. These will include new flooring and interior decoration.

We are confident that patients will bear with us through any minor inconvenience these works may cause, in the knowledge that we will ALL benefit from an improved and upgraded practice environment!

Chat Health

ChatHealth is a new confidential text-based service aimed at 13-19 year olds. It provides an easy way for young people to confidentially ask for help about a range of issues, or make an appointment with a health practitioner. They can receive confidential advice on a wide range of issues including bullying, sexual health and emotional health and well-being. The *ChatHealth* number to text is: **07480 635443**

Breast Screening Van — April 2019

Ramsey Health Centre will once again be playing host to the Mobile Breast Screening Unit, which will be parked in our car park from mid-April onwards.

We appreciate that the slightly-reduced number of parking spaces during this time may cause a slight inconvenience, but we trust that our patients will share our view that it is a price worth paying for such a worthwhile service.

Although the Screening Unit will be parked here, please be aware that Ramsey Health Centre is not involved in the breast screening appointment process, and all enquiries should be directed to the Cambridge Breast Unit on 01223 217627.

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

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

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 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

Dispensary Opening Times:

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



Hospital Waiting Times and PALS

If your GP has referred you to the hospital for an appointment with a specialist there will often be a delay before the hospital are able to see you. All of our local hospitals are suffering from capacity issues with certain specialties at the moment, leading to delays between referral and appointment date, and long waiting lists.

If you are awaiting a hospital appointment, and want to know how much longer the wait is likely to be, please would you contact the hospital directly to enquire, rather than asking the health centre staff to do this for you. It is the hospital's responsibility to manage the appointment process once a referral has been made, and they will have the most up-to-date and accurate information for you.

Hinchingsbrooke Hospital main switchboard: 01480 416416

Peterborough City Hospital main switchboard: 01733 678000

Addenbrooke's Hospital main switchboard : 01223 216151

If you are unhappy about the amount of time you have been waiting for a hospital appointment, you should contact the **Patient Advice & Liaison Service (PALS)** at the hospital for assistance. PALS is there to

PALS at Hinchingsbrooke Hospital: 01480 428964

PALS at Peterborough City Hospital: 01733 673405

PALS at Addenbrooke's Hospital: 01223 216756

If you are awaiting a hospital appointment and feel that your condition has deteriorated significantly since your referral, please do contact your GP without delay.

RHC Patient Participation Group

Have you ever considered joining Ramsey Health Centre's Patient Participation Group? The group performs an important role, representing the voice of patients in decisions regarding the range and quality of services offered at RHC. If you might be interested in joining the group, why not come along to the next meeting on **Tuesday April 16th 2019 at 6pm** at the health centre.