

Autumn 2012

RAMSEY HEALTH CENTRE

RHC



NHS CHOICES

We receive many letters of thanks and appreciation from our Patients for which we are very grateful.

Please also consider posting your comments on the Practice on the NHS Choices website

www.nhs.uk

Thank you



AT RISK

Patients with the following conditions are classed "at risk" for the Flu vaccinations:

- Age 65+
- Registered Carers
- Chronic Respiratory Disease & asthma
- Chronic Heart Disease
- Chronic Renal Disease
- Chronic Liver Disease
- Chronic Neurological Disease
- Diabetes
- Immunosuppression
- Pregnant Women

Patient Participation Group

As another summer draws to a close and we settle in to autumn and winter with all the associated bugs and colds to look forward to, it is a good time to reflect on how lucky we are to have a good GP practice. Just the other day a "friend of a friend" was telling me how they had a blood test done on Friday morning and at 5:30 that evening had a call from the practice saying that the results were abnormal and needed further investigation. Then at 7:45 that evening the patient's own GP phoned to reassure and to inform of the action to be taken. This resulted in medication being available for collection on the Monday and by the Tuesday an appointment had been made at the local hospital for further investigation. So even when we are not in front of our GP the practice is working very hard behind the scenes on our behalf, a truly professional service.

Stories like these are not unusual and the PPG likes to hear them so please pass them on. Of course on occasions things don't go the way we want and complaints are made. The PPG works closely with the Practice to review (as appropriate) any complaints to see how the service and your experience can be improved.

To that end the PPG are looking for ways to help further and would welcome any suggestions. We are currently looking at holding open sessions with perhaps a guest speaker talking to us on topics ranging from "How an A&E Department runs" to "How to improve or own Health". If you have any further suggestions please let the practice team know and I will publish more information when it becomes available.

We are always looking for new members of any age so if you can spare some time please come along to our next meeting on Tuesday 13 November starting at 6:30 pm.

Gordon Greaves

PPG Chair

2012 FLU VACCINATIONS

This year's flu vaccination is now in the Practice.

Thanks to the efforts of our Dispensary Manager, Margaret Edwards, we will be one of the first Practices to receive supplies of this year's vaccine.

We will be offering a Saturday walk in flu clinic for our at risk patients on 13th October;

and appointments are available during the week with our Nursing team.

As in previous years our colleagues in the District Nursing team will be vaccinating our housebound and nursing home patients.

If you are housebound and unable to attend the Practice for your vaccination please

contact Patient Services on 01487 812611 and we will add your name to the District Nurse list.



PODIATRY SERVICE



A new self-referral scheme into the Podiatry Service is available from this GP Practice. **Please complete the form available at reception** if you feel you may be eligible for this service.

Providing you fit the local criteria for NHS podiatry an assessment appointment will be arranged for you.

Those eligible:

- **High risk patients** who have a medical condition which increases their risk of foot ulceration and/or infection who **also** require treatment for a specific podiatric condition.
- An acutely painful corn/callous or severe nail condition where mobility is compromised and where treatment has not previously been offered by the service
- An ingrown toenail with active infection and which might require partial or total avulsion with ablation under local anesthetic
- Podiatric bone surgery
- Foot pain or lower limb symptoms associated with biomechanical

COMMUNICATING WITH PATIENTS BY TEXT MESSAGE



Text messaging allows Practices to target and contact hundreds of patients within minutes. By signing up to this service we can offer appointment reminders, test results etc and also keep you up to date with important events at RHC. However in order for us to contact you regarding any personal information via text messaging we need to have your written consent. Please fill in a form at our Reception desk to sign up to this service.

DISPENSARY OPENING HOURS

A big thank-you to all our dispensing patients for your understanding over the reduced opening hours during the summer period.

As you may be aware Shelly one of our Dispensers fractured her ankle and was unable to work. Unfortunately also due to planned annual leave this left the dispensary very understaffed. In the interest of safety we had no option but to reduce our opening times.

Thankfully although Shelly can not stand for long periods of time she is now back at work, so we are very pleased we will now reopen on a Wednesday afternoon.

We will continue to close between the hours of 1pm and 3pm for the next few weeks until Shelly is back to normal duties.

Once again thank-you for your understanding and patience.

Current Dispensary Hours: Monday to Friday 8am to 1pm & 3pm to 6pm

NHS HEALTH CHECKS

Are you aged between 40 and 74?

Do you believe in proactively looking after your health?

Would you value a general "MOT" to check that everything is OK?

Here at Ramsey Health Centre, we are currently promoting Health Check appointments to patients in the 40 to 70 age group*. After the age of 40, there is an increased risk of developing some common health problems, such as high blood pressure, heart disease, stroke, kidney disease or diabetes (collectively known as Vascular Disease). Our Health Check appointments are designed as a general medical check-up, to pick up and treat any early signs of illness before they become a major problem.

The Health Check takes about 20 minutes and will be carried out by one of our nursing team. It includes some simple tests and questions about your lifestyle. It provides an opportunity to discuss any concerns or issues you may have, and find out about the many new services available to support you in making any health-related changes you might wish to make (e.g. smoking cessation, weight management, etc.).

If you haven't already been invited to attend a Health Check appointment, please feel free to contact our Patient Services staff to request one. We look forward to giving you a clean bill of health!



** Some patients in this age group will not be eligible for Health Check appointments. If you already have regular check-ups and reviews as a result of an already-diagnosed health condition (e.g. diabetes, high blood pressure, heart disease, etc.) you will not need to also attend for a Health Check.*

Pneumococcal vaccine

Pneumonia is an infection in your lungs. It can be very serious, especially if you are older or in poor health. So, for some groups of people, doctors recommend vaccination to help prevent it.

The pneumococcal vaccine is designed to protect against the most common type of pneumonia. The bacteria in the vaccine are dead and can't harm you. The pneumococcal vaccine can't give you pneumonia or any other illness, although your arm may be a little sore where you have the injection.

As a side effect, a few people get a temperature

and joint or muscle pain.

You only need the pneumococcal vaccine once.

Vaccination is recommended if:

- You are aged 65 or older
- You have a long term illness, such as diabetes, heart disease, kidney disease, liver disease, sickle cell disease or a problem with your spleen.



Insurances, Forms & Medicals

Please hand in any forms that require a Doctor to complete or sign to Reception.

You do not need an appointment with the Doctor.

There will usually be a fee for completing paperwork for holiday cancellations, insurance reports and private letters or health declarations as they are classed as Private

requests as opposed to NHS work.

We have a list of charges in the reception area and you will be informed of the cost when handing your forms in.

We aim to have the paperwork returned to you within 5 working days.

Our Doctors will also see

patients for medicals including HGV, Taxi and Sports. Again there is a fee for this Service.

Unfortunately Doctors are unable to sign passport forms unless they have known you for 2 years.



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

We're on the Web!

www.ramseyhealthcentre.co.uk

Ramsey Health Centre

Mews Close, Ramsey, Huntingdon, PE26 1BP

Phone: 01487 812611, Fax: 01487 711801

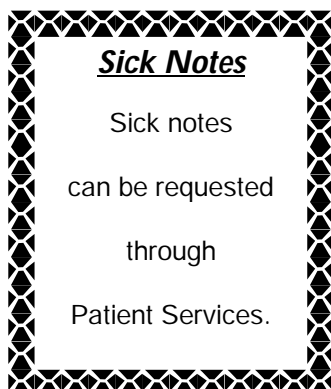
E-mail address: Ramsey.health-centre@nhs.net

Web site: www.ramseyhealthcentre.co.uk

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



Minor Injury/Illness

Many minor illnesses or injuries ie coughs, colds, Infected bites, burns, cuts etc,
can be treated by our Practice Nurses.
Please ask Patient Services team for advice.



RHC — PATIENT SURVEY

We have recently consulted with our Patient Representative Group members and asked for topics they would like covered in a short in-house Practice Survey. The responses from PRG members were collated and a survey built around the key issues identified. The survey is available on our web page www.ramseyhealthcentre.co.uk or you can obtain a paper copy from the Practice. Please let us know your views and opinions so that we may target our health care provision to best meet your needs.

The results of the survey will be published on the website and displayed in our main waiting room later in the year.

Thank you

