



RAMSEY HEALTH CENTRE NEWSLETTER SUMMER 2018



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Happy 70th Birthday, NHS!

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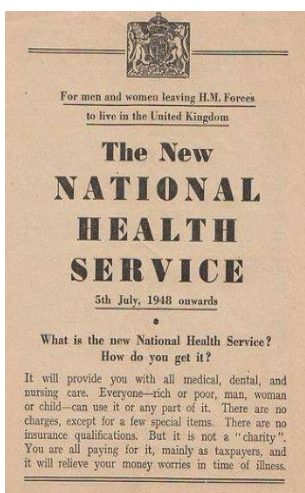
On 5 July this year the National Health Service celebrated its 70th birthday.

The NHS was launched on 5 July 1948 by Aneurin Bevan who was the Health Secretary at the time. The last 70 years have seen huge changes in medicine, from heart transplants and the eradication of diseases like polio to advances in the way we treat cancer, enabling people to live longer lives.

There's a whole range of celebrations being planned to celebrate the platinum anniversary of the NHS and a dedicated website, www.nhs70.nhs.uk, has been set up where you can find out about how you can get involved.

Here are just a few ways in which you can help the NHS to celebrate:

- Joining the organ donor register, or giving blood, would be a great birthday present to the NHS. If you'd like more information visit the website at <https://www.nhs70.nhs.uk/get-involved/support-the-nhs/blood-and-organs/>
- Time is one of the most precious gifts we can share and it doesn't cost a penny. How about sharing some of yours with the NHS? There are lots of opportunities to volunteer, from befriending patients on a ward, to being a first responder with an ambulance service, to being a hospital radio DJ.
- NHS at 70 is collecting stories from patients, workers, volunteers, and the public as part of a project, led by the University of Manchester, to preserve NHS heritage as part of the birthday celebrations.
- In addition, the Royal Mint has produced a special range of 10p coins which forms part of an A-Z of things that make Britain great – N is for NHS. Look out for these special coins and get involved on social media using #coinhunt.



www.nhs70.nhs.uk

#NHS70



Staff News at Ramsey Health Centre

We are happy to welcome Health Care Assistant **Harriet Crawford** as the newest member of our nursing team. We also welcome back former staff member **Carol Marsh** who will be working with the nursing team on a temporary basis, providing some additional clinics on Mondays through the summer. We also welcome our newest registrars, **Dr Bernard Agyei** (who joined us back in April) and **Dr Diego Ramos** who joins us in August. Sadly, we say goodbye to **Dr Tom Spencer** who is leaving at the end of July — we will miss him greatly and wish him all the best for the future.

Professor Sir David Haslam



Huge congratulations to **Professor David Haslam** who received a knighthood in the Queen's birthday honours this year for his services to the NHS.

As many of you may remember, Sir David was the Senior Partner at Ramsey Health Centre before his retirement from general practice in 2011. He later spent time as President and Chairman of Council of the Royal College of General Practitioners, President of the British Medical Association, a vice-chairman of the Academy of Medical Royal Colleges and other renowned medical organisations and is currently Chair of The National Institute for Health and Care Excellence (NICE).

We are very proud of our association with Sir David and are delighted that his service and dedication to the NHS has been recognised.

Reminder from the Dispensary— Bookable Times for Medication Collection

If you have Online access there is an option to book an appointment time to collect your medication.

When you look at the online appointments, you will see an option called Dispensary Collection Times. This is an appointment time for you to collect your medication from the dispensary. Once you have booked your appointment, you simply arrive at the surgery as you would for any other 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.

PLEASE NOTE you will need to be registered for on-line access to use this system.

If you are needing your medication early due to holidays please let a dispenser know as soon as possible, allowing extra time for the process to be completed.

HOT WEATHER REMINDER: Please store medication in a cool place, out of direct sunlight, and always keep items requiring refrigeration stored according to manufacturer's instructions.

Happy and safe holidays from the RHC Team!



AUGUST BANK HOLIDAY REMINDER:
The Surgery and Dispensary will be closed on Monday 27th August 2018. Please bear this in mind when ordering/collecting your medication.





Heatwave: How to Cope in Hot Weather

The prolonged period of hot, dry weather we have experienced so far this summer has left most of us hot and bothered and longing for some rain. Being unused to long hot summers in the UK, it's important to remind ourselves of some basic health precautions to stay safe in the hot weather.

The main health risks posed by a heatwave are:

- dehydration (not having enough water)
- overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- heat exhaustion and heatstroke



A heatwave can affect anyone, but the most vulnerable people are:

- older people, especially those over 75
- babies and young children
- people with a serious chronic condition, heart or breathing problems
- people with mobility problems – for example, who have had a stroke
- people with serious mental health problems
- people on certain medications, including those that affect sweating and temperature control
- people who misuse alcohol or drugs
- people who are physically active – for example, labourers or those doing sports

Tips for coping in hot weather

- Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) if you're vulnerable to the effects of heat.
- Keep rooms cool by using shades or reflective material outside the windows. If this isn't possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers, and splash yourself with cool water.
- Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- Listen to alerts on the radio, TV and social media about keeping cool.
- Plan ahead to make sure you have enough supplies, such as food, water and any medications you need.
- Identify the coolest room in the house so you know where to go to keep cool.
- Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
- Check up on friends, relatives and neighbours who may be less able to look after themselves.

If someone is feeling unwell and shows symptoms of:

- **breathlessness**
- **chest pain**
- **confusion**
- **intense thirst**

- **weakness**
- **dizziness**
- **cramps which get worse or don't go away**

Get the person somewhere cool to rest. Give them plenty of fluids to drink. Seek help from a GP or contact [NHS 111](https://www.nhs.uk).

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 us: ramsey.health-centre@nhs.net

Ramsey Health Centre

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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



Patient Survey— A Message from the Practice Manager

Dear Patient,

During a 4-week period in June/July we undertook a patient survey to seek the views and opinions of our patients, and whilst we are currently reviewing and digesting the responses received, we are very pleased to note the positive ratings and comments given for the Practice and in particular the scorings for the care and service received from staff across the teams.

We greatly appreciate your views on the services we provide and we are constantly reviewing and evaluating our services in order to offer you the best and highest standard of care possible. As with most GP Practices across the UK, the appointment system and access are the aspects of service delivery under the most pressure and whilst the day-to-day feedback we receive from our patients is largely positive, we are keen to understand how we may improve and address the concerns of those patients who find the appointment system and access to the clinical team difficult.

I look forward to updating you all on the outcome from the survey and any changes we make as a result shortly.

Kind regards,

Julie White

Practice Manager