



SPRING NEWSLETTER

Ramsey Health Centre

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MAY 2011

FOREWORD

Times are moving on here at Ramsey Health Centre. Over the past few months, all the team have been very aware that we have been struggling to offer you the service you want and deserve – particularly when it comes to being able to see the same doctor regularly. After Dr Boualem left us in January, we initially found it extremely difficult to recruit a doctor to replace him, and we also had two of our team – Dr Sonali Roy and Dr Becky Schofield – off on maternity leave. This left the remaining doctors, nurses, and team exceedingly busy – particularly when we continue to guarantee never to turn anyone away who wants to be seen “today”. We are proud that we could continue to do this, despite being so short of doctors. After all, it’s vitally important that people who are sick or worried can be seen – but it meant exceptional pressure on our appointment system.

But – good news! Dr Sonali Roy has now returned, having had a beautiful baby boy, and in May we are delighted to say that Dr Laura Savage will be joining us as well. Dr Becky Schofield continues on maternity leave for the moment but will be back with us in August. Our nursing team has also been extended with Angela Stride joining the team as a Practice Nurse Assistant.

In addition Dr Catherine Salkield will return to complete her final placement as a Registrar with us in August.

As you will read elsewhere in this newsletter, after 35 years working in the practice, Professor David Haslam will be retiring from medical practice at the end of August – though we suspect the rest of his life will remain exceptionally busy. We have already advertised for a new doctor to join us, and we will all do absolutely everything we can to provide an improved service - the service you deserve.

Thank you so much for bearing with us over these difficult months.

The Partners:

Prof D A Haslam, Dr S J Brown, Dr J L Twelves

Dr L A Brown, Dr N Patel

Practice Manager:

Cherry Gibson



EMPLOYEE OF THE MONTH

Sister Dawn Knight has been voted Employee of the month by the Partners and Management at Ramsey Health Centre.

Dawn has successfully complete the Warwick Certificate in Diabetes Care and passed with flying colours. She is now officially our **Diabetes Specialist Nurse**.



Professor D A Haslam

An astonishing 35 years ago, I first came to live and work here in Ramsey. In those days, the practice was based at 72 High Street, where there is now an Indian Restaurant, and my first consulting room was up a flight of stairs. Medicine and health care has changed so much since then. Over those years it has been a privilege and a pleasure to have got to know and look after so very many people. Indeed, I have calculated that I have carried out around a quarter of a million consultations, and I am now seeing children born to the children of my first patients – a remarkable and fulfilling experience. However, after all these years I have decided that the time is right for me to retire, and I will be leaving the practice at the end of August. I suspect that some of you may be thinking, “But I thought he retired years ago”, as I have been very part time in Ramsey for some considerable time. Over the last ten years I have held a number of very senior leadership roles in British medicine, and from June I will be President of the British Medical Association – a great honour which I would never have imagined when I first started work as a young GP.

The practice will be recruiting a doctor who will be here much more frequently than has been possible for me, and who will be able to offer much more continuity of care – something that we all know that our patients want and need.

When Barbara, my wife, and I first moved here we had a one year old daughter. We now have a one year old granddaughter, and we both find it incredible to ponder on where the time has gone. Over the years I have worked with many great teams of doctors, nurses, and other staff, and I really would like to thank all my colleagues past and present who have worked with me at Ramsey Health Centre. The support I have had in my career has been truly remarkable, and I am truly grateful. It will be a real wrench to leave, and I will miss and never forget so many people – but life has to move on – and I know the care my patients will receive in the future will be truly excellent. I will miss you.

David Haslam

DISPENSARY



IMPROVED OPENING HOURS

**Dispensary
is now open
Mon–Fri
from
8am to 6pm**



We are committed to providing the highest standards for our patients and welcome any suggestions you may have as to how we can improve. Please post any comments in our suggestions box or speak with a member of the team.

You may wish to note the prescription box has moved to the wall as you come through the door. We hope that you will find this a more convenient location for you.



When submitting your prescription please only request medications that you actually need. Sometimes Doctors change or alter medications for patients and once dispensed we are unable to re-use any that you no longer require.

Dispensary recently conducted a patient survey, the results of which will be published fully in the next newsletter. Initial findings are very favourable and we would like to thank all our patients that took part.



Patient Partnership Group

Your PPG is pleased to report that during 2 days in January, 79 patients took the time to complete a survey giving us their thoughts on our health centre. We would like to thank all those patients who took part.

The survey covered booking appointments, reception, opening hours and the consultation itself. We also encouraged patients to give us feedback on things that the health centre could perhaps improve.

The results of the survey showed many positive responses and overall 75% of the survey responses rated the Health centre as 'Good' or 'Excellent'.

Appointments: 48% of responders had made their appointment either that day or the day before with 33% of responders taking advantage of the pre-booking facility and booking 5 days of more ahead.

- Of the patients who had not booked on the day, 94% said that the delay was acceptable.
- 97% of the patients felt it was very easy or easy to make their appointment although it is accepted that there are delays getting through to the receptionists at or shortly after 8am.
- 91% of patients rated their consultation with their Health Care Professional as good or excellent

None of us wants a long wait for our appointment. Unfortunately appointments where patients do not attend 'waste' those appointments for other patients. This can be a problem where appointments are booked in advance and forgotten for one reason or another. RHC are looking into providing reminders e.g. by text to mobile phones were available

Waiting time: 69 patients responded to this question. It was pleasing to note that 76% said that they hadn't waited at all or only up to 5 minutes. A further 29% were seen within 6-20 minutes of their appointment. The doctors try to keep to time but sometimes they have to deal with an emergency or find they need to spend a little extra time with a patient. The PPG would hope that patients understand the need to be flexible as anyone one of us may need a little extra care or urgent attention in the future.

Access to Doctors: Health centre opening hours: Just 2 patients thought the opening hours were poor. Some would like to see extra early mornings and evenings and weekend opening. The Practice have responded as follows: "The Practice are looking at all possible ways that they can improve access and appreciate the impact losing Dr Boualem and covering maternity leave has had on the availability of appointments. The Practice is advertising for a full time GP and with Dr Roy back from maternity leave, Dr Schofield returning in Aug and Dr Laura Savage starting in May it is hoped that we will be able to address this problem. **Opening hours and Access to GPs is one area that will be kept under regular review.**

The majority of patients knew GPs can provide medical advice by telephone—you may not need to see the doctor at all. The doctor can also arrange for any necessary prescription to be left at reception/dispensary for collection. 11% of those surveyed were unaware of this service.

Reception: Just one patient rated the reception staff as poor. The majority (69%) thought the service was good or excellent.

Dispensary: A number of patients thought the Dispensary hours could be improved especially for those who work. We are pleased to report that since the survey the Dispensary is now open until 6pm Monday to Friday.

Asthma Clinic: Following comments regarding the timing of these, the PPG is pleased to report that appointments are available on the Asthma Clinic outside school hours.

Communication: Patients who are not regular visitors to the Health centre can be unaware of changes e.g. to the appointment system, dispensary hours etc. The Practice & PPG need to maximise distribution of our Newsletter containing this information - either printed copies or emailing directly to patients. We also need to encourage patients to regularly visit the Ramsey Health Centre website www.ramseyhealthcentre.co.uk.

Carole Broom - Chair of RHC Patient Partnership Group

The PPG meet regularly to discuss healthcare issues and gain feedback from our patients. The PPG engages in activities which benefit and enhance the work of the Practice, and acts as a useful sounding board for change.

The PPG is a way in which you as a patient can take an active interest in your own healthcare.

Interested?

Why not come and join us?

Please leave your details with a member of staff call us on 01487 812611 or email

Ramsey.health-centre@nhs.net



The PPG welcomes any comments on your health centre—please send addressed to the PPG c/o Ramsey Health Centre



COMMUNICATIONS

We are looking at ways to improve our communications with patients and plan to introduce the following throughout the course of this year:

- **On line booking**
- **Text reminders regarding appointments**
- **Electronic distribution of newsletters.**

If you would like us to contact you in this way please let us know your mobile number and/or email address.

You can do this via our website (www.ramseyhealthcentre.co.uk) or by completing one of the forms on Reception.

Thank you

UNABLE TO ATTEND

FOR YOUR APPOINTMENT?

If you are unable to attend for your appointment please let us know. So that we can offer it to another patient.

We have a dedicated number that you may leave a voicemail message on or send a text to cancel your appointment.

07907 794417

Alternatively you can call the Surgery on

01487 812611

In March this year 188 appointments were lost through non attendance, so please let us know if you are unable to attend.

Thank you



Promote your Practice

We, at Ramsey Health Centre, are constantly aiming to achieve the highest possible standard of care for our patients.

When we fall short of this standard we invite our Patients to raise their concerns with us and always endeavour to learn from our mistakes and improve our standards.

However we also receive many laudatory comments from our Patients of which we are very proud and grateful.

In today's NHS we are constantly being asked to meet targets and achieve certain quality standards. Ramsey Health Centre is no exception and the comments and observa-

tions that you make on NHS surveys regarding our quality of care and facilities has a direct affect on how we are scored alongside other Practices within Cambridgeshire PCT.

Those people who have a strong opinion (either positive or negative) are the most likely to complete such Surveys.

We know from many of our patients that we are meeting their needs and that they are very satisfied with the Practice but as is often the case the positives are overshadowed by the negative.

We therefore ask that **all** patients who receive surveys regarding Ramsey Health Cen-

tre complete and return them and express their views and opinions.

NHS CHOICES

NHS Choices is a web page showing GP Practices and hospitals in your local area. On this site you can rate your Practice. If you wish to post a comment on this web page please visit: www.nhs.uk

