

The Cambridge Practice

FEBRUARY 2022 NEWSLETTER



February is National Heart Month, a British Heart Foundation event to bring awareness of heart & circulatory disease.



During Heart Month the British Heart Foundation are offering an email support programme & advice to help people improve their diet, get more active or quit smoking. Sign up now for free, <https://www.bhf.org.uk/information-support/support/cardioc-rehabilitation-at-home> or visit the British Heart Foundation Email. Support programme on any internet search engine.



PATIENT PARTICIPATION GROUP

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service. Our aim for the PPG is to involve participants in shaping the practice to ensure we deliver health care services effectively in a safe and a caring environment that is responsive to patients needs in a well led manner.

If you wish to join our PPG group, please send an email to thecambridge.practice@nhs.net marked for the attention of Charlotte Freeman, Business Executive Assistant.

January 2022 Statistics

Below are the statistics for the month of January,

The Cambridge Practice had **427** DNA appointments. DNA appointments are appointments which did not take place due to patients not attending or cancelling. There has been a slight decrease in DNAs from December 2021 where the total amount was **496**.

We also conducted **4,657** face-to-face appointments across our Clinical Team's and **2,062** telephone consultations took place between our Clinical staff and patients.



KEY MESSAGES

Community Social Prescribing

We have a team of five Social Prescribers who give patients practical support with benefits and finances, housing issues, loneliness, and isolation. You can ask any member of the Practice team to do a referral. Look out for more information about Social Prescribing soon!

Lizzy Ellery, Social Prescribing Manager

Community Health and Inequalities Project

Hello! I am working with Practice staff and key partners within our neighbourhoods to tackle health inequalities. I will be using this newsletter to inform residents about activities as they progress as we aim to support the wellbeing, independence, and resilience of local people.

Tony McGovern, Community Health & Inequality Advisor

Patient suggestions which impacted Practice Improvements

You said that the phone system was not fit for purpose with high phone queues and long call wait times.

Since this, we have updated our call board screen in our call centre, so we regularly view calls in queue real time, so we are aware of how many patients are waiting. The same system can generate a report at the end of each week to inform us of any average wait time and since having this introduced our average call waiting time is under 5 minutes. We created a robust recruitment plan to recruit more Medical Call Handlers to support with demand.



The Cambridge Practice recommends the below healthy recipe,

Ingredients

2 skinless chicken breasts
4 tsp olive oil
2 red onions, thinly sliced
200g mixed leaves
½ cucumber, deseeded and sliced
25g dried cranberries
85g/3oz cranberry sauce
juice 1 lime



Cranberry Chicken Salad

Prep – 15 mins

Cook – 10 mins

Serves 4

190 Kcal, 5g Fat, 17g Sugar, 2g Fibre, 18g Protein, 0.12g Salt

Method

Step 1 – Slice each chicken breast in half horizontally to give 4 thin breasts, then rub with half the oil and season. Heat a non-stick frying pan and fry the chicken for 3 minutes on each side until cooked through. Set aside on a plate.

Step 2 – Heat the remaining oil in the pan and fry the onions for 5 minutes. Slice the chicken, collecting any juices and layer up with the onions, leaves, cucumber, and dried cranberries. Mix the cranberry sauce, lime juice, 2 tbsp water and any chicken resting juices, and drizzle over the salad.



In challenging times our physical, mental and emotional wellbeing can be challenged to the point where at times it is difficult to notice the simple things in life that remind us or bring us joy and laughter even a momentary expression of a hearty smile on our faces.

Take a moment or a minute to think on whatsoever is true and good in your heart, whatsoever is positively worthy of thought bringing forth a smile, whatsoever is lovely, if something or anything is excellent or praiseworthy in your heart, think on these things.

Your Health and Wellbeing Matters.