

The Cambridge Practice

PATIENT NEWSLETTER



May is mental health awareness month and the specific awareness week takes place between 15-21 May 2023.

Mental health awareness week takes place from Monday 15th-Sunday 21st May 2023. The official theme for this year, as set by the Mental Health Foundation, is 'anxiety'. Our 'Just' Anxiety campaign aims to help people and organisations to understand the difference between anxiety and anxiety disorders to confidently seek and signpost each other to the right support.

We're encouraging everybody to have open and honest conversations about anxiety and to learn about the differences between some of the most common anxiety disorders. The Mental Health Foundation are providing everyone with the tools and techniques that'll help you manage anxiety and we're committed to empowering you to support others to reach out for support if they need it.

More information can be seen below,

<https://mentalhealth-uk.org/mental-health-awareness-week/>

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.



You
Said

We Did

Patient suggestions which impacted Practice Improvements

You said: "Very hard to get a face-to-face appointment and when you needed appointment. You can't get face to face."

We did: We have reintroduced face to face routine appointments availability with our Advanced Nurse Practitioners and Physician Associates. These are available on a weekly basis alongside routine telephone appointments. We continue to have daily urgent care appointments which is a mixture of face to face and telephone appointments available for urgent issues.

Practice Key Messages:

Just a reminder to advise that all email prescription medication requests need to be sent directly to our Medication Clerk Team via email on medication.thecambridge@nhs.net.

The Practice are still recruiting within our Patient Services Team to increase capacity for managing our front desk, answering calls, and contacting our patients for their long-term condition annual reviews.

This month the Practice said goodbye to Dr Sautelle who is due to start his new journey into retirement. He shall be truly missed, and we wish him all the best for a happy retirement.

Practice Statistics - April 2023

Please see some of the Practice statistics below for the month of April 2023.

Total number of HCA health reviews completed in the month of April	73
Total number of face-to-face appointments completed in the month of April	4131
Total number of telephone appointments completed in the month of April	1370
Total number of Econsult appointments completed in the month of April	697
Total number of home visit triage appointments completed in the month of April	86
Total number of calls answered in the month of April	10582
Total number of abandoned calls (where patients have hung up or a technical fault has caused them to be cut off) in the month of April	8973
Average wait time on calls in the month of April	00:06:52
Total number of DNA 's (patients who did not attend or cancel their appointment) in the month of April	289
Total number of prescription requests in the month of April	4,127
Total number of same day urgent prescription requests submitted to the Practice for the month of April	116

The Cambridge Practice recommends the below healthy recipe.

Pineapple Fried Rice

Prep – 10 minutes – **Cook** – 10 minutes.

Method

Step 1

Heat 1 tbsp oil in a wok. Add the eggs, swirling them up the sides, to make a thin omelette. Once cooked through roll the omelette onto a chopping board and cut into ribbons.

Step 2

Heat the remaining oil. Add the garlic, onions and five-spice. Stir-fry until sizzling, then add the rice. (If using pouches, squeeze them first, to separate the grains), peas, sesame oil and soy. Cook over a high heat until the rice is hot, then stir through the pineapple and omelette ribbons.



301 kcal
9g fat
2g saturates
44g carbs
13g sugar
4g fibre
9g protein
0.8g salt.

Ingredients

1 ½ tbsp sunflower oil
2 eggs, beaten
2 garlic cloves, crushed
Chopped spring onions
½ tsp Chinese five-spice powder
400g cooked long grain rice
85g frozen peas
2 tsp sesame oil
2 tbsp low-salt soy sauce
400g fresh pineapple, roughly chopped into chunks.