

The Cambridge Practice

PATIENT NEWSLETTER



June is Alzheimer's disease awareness month.

Alzheimer's is the most common cause of dementia, a general term for memory loss and other cognitive abilities serious enough to interfere with daily life.

Alzheimer's and Brain Awareness Month is observed in June as an opportunity to spread the word about and discuss Alzheimer's disease and other dementias. Throughout the month, the Alzheimer's Association encourages people around the globe to support the movement by wearing purple and training their brains to fight the disease.

More information can be seen below,

<https://nationaltoday.com/alzheimers-brain-awareness-month/>

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.



Patient suggestions which impacted Practice Improvements

You said: "The phone message is tooooooo long."
&

'The phone message needs to be updated, there is information missing from it and its immensely frustrating to be told the staff are aware of the problem and agree the phone message needs changing'

We did: We took on board the feedback that was provided, not only by a patient directly but also several patients on our friends and family survey to the Practice Partnership. The Partners reviewed the context of the phone message and its length. Once reviewed, a new message with the relevant updated information was recorded and uploaded onto our phone system.



Practice Key Messages:

We want to inform all patients that between 8th July 2023 – 15th July 2023, our Lower Farnham Road branch will be temporarily closed for 7 days whilst we undertake important maintenance on the car park. Further correspondence shall be sent out to all patients, our social media channels, and posters at Front Desk nearer the time.

Aldershot Centre for Health shall remain open as normal alongside all means of contact to the Practice via telephone call, email and e-consult.

We will be unable to accept any queries, prescriptions, letters or samples at Lower Farnham Road for this duration.

Practice Statistics - May 2023

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

Total number of HCA health reviews completed in the month of May	498
Total number of face-to-face appointments completed in the month of May	4,673
Total number of telephone appointments completed in the month of May	1,568
Total number of Econsult appointments completed in the month of May	764
Total number of home visit triage appointments completed in the month of May	106
Total number of calls answered in the month of May	11,479
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 May	11,006
Average wait time on calls in the month of May	00:08:24
Total number of DNA 's (patients who did not attend or cancel their appointment) in the month of May	344
Total number of prescription requests in the month of May	4,555
Total number of same day urgent prescription requests submitted to the Practice for the month of May	134

The Cambridge Practice recommends the below healthy recipe.

Method

Step 1

Heat the oil in a frying pan over a low heat and cook the peanuts for 5 mins until roasted and golden. Add the mustard seeds and curry leaves and sizzle for a few seconds.

STEP 2

Add the onions, potatoes and 2 tbsp water, then cover and cook for 10 mins until the potatoes are soft. Remove from the heat, add ½ tsp salt and ¼ tsp freshly ground black pepper, and mix well. Leave to cool slightly, about 30 mins.

STEP 3

Transfer to a large bowl and add the remaining ingredients.

STEP 4

Mix the dressing ingredients together in a separate small bowl, pour this over the salad, toss well to coat everything, and serve.

Peanut Lime Salad

Prep – 20 minutes – Cook – 20 minutes.



419 kcal
26g fat
4g saturates
34g carbs
5g sugar
3g fibre
10g protein
0.8g salt.

Ingredients

2 tbsp olive oil
60g plain peanuts
1 tsp black mustard seeds
10 fresh curry leaves
1 red onion, roughly chopped
1 large potato, chopped in 1cm cubes
½ tsp ground turmeric
300g rice, cooked and cooled
1 Rub or Little gem lettuce, roughly chopped
½ cucumber, deseeded and roughly chopped

For the dressing:

50ml olive oil
50ml lime juice
1 tsp Dijon mustard.