

# The Cambridge Practice

## PATIENT NEWSLETTER



Welcome to the August Newsletter!

August's Health Campaign is on Immunisation Awareness.

Immunisations can protect against different infectious agents or diseases, from infancy to old age. It is important to be aware that all children and adults should be immunized. Once we have been immunised, our bodies are better able to fight these diseases if we should come into contact with them.

Details can be seen below, <https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

### 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](mailto:thecambridge.practice@nhs.net) marked for the attention of Charlotte Freeman, Business Executive Assistant.



### Patient suggestions which impacted Practice Improvements

**You said:**

" More online options for booking appointments"

**We did:**

From the 4<sup>th</sup> of September onwards, routine GP telephone appointments will become available to patients to book online.

**“YOU SAID”**  
**WE DID**

### Practice Key Messages:

This month we said goodbye to Dr Rosling, we thank Dr Rosling for her dedication and commitment to both the Practice and the Aldershot community over the last 11 years. We wish Dr Rosling all the best for her future.

We also welcomed our final member of staff onto the Patient Services Team who will work closely with our patients and service users who call and present at the Practice. We hope you can join us in welcoming our new staff onto the Practice Team.

We are continuing to increase the amount of Practice communication which is sent out via text message and would like to remind all patients the importance of making sure your contact details are correct on our system. If you need to check or update your contact details, please contact the Practice on 01252 344868 or [thecambridge.practice@nhs.net](mailto:thecambridge.practice@nhs.net).

# Practice Statistics - July 2023

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

Total number of HCA health reviews completed in the month of July	586
Total number of face-to-face appointments completed in the month of July	4,670
Total number of telephone appointments completed in the month of July	1,696
Total number of Econsult appointments completed in the month of July	788
Total number of home visit triage appointments completed in the month of July	107
Total number of calls answered in the month of July	11,269
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 July	7,862
Average wait time on calls in the month of July	00:05:38
Total number of DNA 's (patients who did not attend or cancel their appointment) in the month of July	375
Total number of prescription requests in the month of July	4,349
Total number of same day urgent prescription requests submitted to the Practice for the month of July	167

*The Cambridge Practice recommends the below healthy recipe.*

## Method

## Roast chicken thighs with brown rice & salsa verde

Prep – 10 minutes – Cook – 35 mins

### Step 1

Heat oven to 200C/180C fan/gas 6. Season the chicken, rub with ½ tbsp oil, then put in a large roasting tin with the garlic and roast for 25-30 mins.

### Step 2

Meanwhile, blitz the herbs, anchovy, capers, lemon juice and remaining oil with some seasoning in a food processor until finely chopped. Set aside.

### Step 3

Once the chicken is cooked, remove the tin from the oven and squeeze the garlic out of their skins. Tip in the rice and use a wooden spoon to break it up, then add the spinach and lemon zest and toss. Return to the oven for 5 mins. Divide between bowls and dollop on the salsa verde.



## Ingredients

3 skinless boneless chicken thighs, cut in half  
2 tbsp rapeseed oil  
2 garlic cloves, bashed  
½ small pack coriander  
½ small pack parsley  
1 anchovy fillet  
½ tbsp capers  
½ lemon, zested and juiced

423 kcal  
19g fat  
3g saturates  
29g carbs  
1g sugar  
5g fibre  
31g protein  
1.1g salt.