

The Cambridge Practice

PATIENT NEWSLETTER

September is



Welcome to the September Newsletter! September sees the launch of Urology Awareness Month 2023.

Urology Awareness Month is an annual campaign to raise awareness of urological diseases including prostate, bladder, kidney and male reproductive cancers and non-malignant conditions including incontinence, urinary tract infections (UTIs), erectile dysfunction and kidney stones.

It is an opportunity to bring together the urology community – researchers, urologists, nurses and allied healthcare professionals, influencers and decision makers, patients and their families - and all those with an interest in urological diseases.

This year's theme is bladder health and in particular urinary tract infections (UTIs), urinary incontinence and bladder cancer.

More information can be found below;
www.theurologyfoundation.org/get-involved/urology-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: "Maybe in busy times, try not have just one person working in Reception"

We did: The front desk staff have been informed to contact their Shift Lead to request immediate support during the busy periods when working on their own.

“YOU SAID”

WE DID

Practice Key Messages:

Text invites will continue to be sent for flu vaccinations. Patients will be able to self-book an appointment time of their choice via these texts, patients will also be able to decline via these texts. At the point a decline is made, the patient will stop receiving texts. Housebound patients will be contacted to arrange a visit. Please call the practice to book if you are unable to book via the text messages

We held our first flu clinic on Saturday 16th September and successfully vaccinated 1,157 patients at Lower Farnham Road and 717 at Aldershot Centre for Health. Our next Saturday flu clinic will be Saturday 7th October 2023 08:00-13:00 at Aldershot Centre for Health. There will also be weekday slots available to book by phone across both sites.

We have been reviewing our Armed Forces Data to ensure all Veterans are coded correctly. All patients aged 18 and above with a mobile phone on their record have been sent a text message with a short questionnaire to ask if they have served in the armed forces and if so, which part of the armed forces. Patients without a smartphone or cannot answer the questionnaire on their phone can either call or email into the Practice to answer the questions. If you did not serve in the armed forces, this questionnaire can be ignored and deleted.

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.

Practice Statistics - August 2023

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

Total number of HCA health reviews completed in the month of August	486
Total number of face-to-face appointments completed in the month of August	4,884
Total number of telephone appointments completed in the month of August	1,540
Total number of Econsult appointments completed in the month of August	737
Total number of home visit triage appointments completed in the month of August	121
Total number of calls answered in the month of August	11,519
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 August	6,228
Average wait time on calls in the month of August	00:05:12
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of August	395
Total number of prescription requests in the month of August	4,549
Total number of same day urgent prescription requests submitted to the Practice for the month of August	182

The Cambridge Practice recommends the below healthy recipe.

Method

Step 1

Heat oven to 180C/160C fan/gas 4. Put the hazelnuts in a food processor and whizz until finely ground. Add the flour, eggs, extra yolks, sugar, milk, cream and vanilla and whizz until you have a smooth batter.

Step 2

Halve, core and slice the pears (you can peel them first if you like, but I usually don't). Arrange the pear slices in a 26 x 33cm ceramic, cast iron or copper gratin dish, then pour in the batter. Bake for 30-35 mins, or until the batter is set in the centre, golden and slightly souffléed.

Step 3

For the topping, toast the hazelnuts in a dry frying pan (keep a close eye on them – they can go from toasted to burnt very quickly), then roughly chop them so you're left with a mixture of halved and more finely chopped nuts. Scatter over the clafoutis, then sieve a little icing sugar over the top. Leave to sit for 10-15 mins (the clafoutis will deflate a little). Serve warm with crème fraîche or pouring cream.

Pear and hazelnut clafoutis

Prep – 10 minutes – Cook – 35 minutes



Ingredients

45g blanched hazelnuts, toasted
30g plain flour
4 medium eggs, plus 2 egg yolks
150g caster sugar
200ml milk
300ml double cream
2 tsp vanilla extract
2-3 perfectly ripe pears

For the topping

25g blanched hazelnuts
icing sugar, to serve

Nutritional Information

422 kcal
30g fat
15g saturates
28g carbs
25g sugar
2g fibre
7g protein
0.2g salt.