

The Cambridge Practice

PATIENT NEWSLETTER



Welcome to the January Newsletter!

January is Cervical Cancer Awareness Month.

Each year, more than 3,200 women are diagnosed with cervical cancer in the UK. This type of cancer can affect all ages.

Cervical screening is a way of preventing cervical cancer. The first part of cervical screening is to have a smear test. Did you know 1 in 4 don't attend their cervical screening test?

More information can be seen below,
<https://www.macmillan.org.uk/cancer-awareness/cervical-cancer-awareness>

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: We have received patient feedback relating to the number of patients who did not attend their appointment and what as a Practice we are doing to reduce this number.

We did: Following this feedback we have created a DNA (Did not attend) Process where if a patient does not attend their appointment, they will be contacted the following day to re-book and query the reason as to why they did not attend. This will hopefully reduce the number of patients who do not attend their appointments.



Practice Key Messages:

We are currently recruiting within our Practice Nurse Team and Patient Services Team; job adverts can be found on NHS Jobs and our social media pages.

We have reviewed our DNA (Did not attend) process and all patients who DNA an appointment, i.e miss it without cancelling will be contacted directly by our Patient Services Team who will ask a selection of questions and document the reason the appointment was missed into the patients record.

From this month, we will no longer be accepting any prescription requests to our generic email address, moving forward all prescription requests need to be sent directly to our pharmacy team on medication.thecambridge@nhs.net.

Practice Statistics - December 2023

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

Total number of HCA health reviews completed in the month of December	420
Total number of face-to-face appointments completed in the month of December	4,174
Total number of telephone appointments completed in the month of December	1,442
Total number of Econsult appointments completed in the month of December	524
Total number of home visit triage appointments completed in the month of December	81
Total number of calls answered in the month of December	9,670
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 December	2,364
Average wait time on calls in the month of December	00:06:01
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of December	361
Total number of prescription requests in the month of December	4,505
Total number of same day urgent prescription requests submitted to the Practice for the month of December	157

The Cambridge Practice recommends the below healthy recipe.

Summer-in-winter chicken

Total time 25 mins, ready in 25 mins

Method

Step 1

Heat the oil in a frying pan, preferably non-stick. Add the chicken and fry without moving it until it takes on a bit of colour. Turn the chicken and cook on the other side. Continue cooking for 12-15 mins until the chicken is cooked through. Season all over with a little salt and pepper.

Step 2

Halve the tomatoes and throw them into the pan, stirring them around for a couple of minutes until they start to soften. Reduce the heat and stir in the pesto and crème fraîche until it makes a sauce. Scatter with a few basil leaves if you have them, then serve with rice and salad or mash and broccoli.



Ingredients

1 tbsp olive oil
4 boneless skinless chicken breasts
200g pack cherry tomatoes
3 tbsp pesto
3 tbsp crème fraîche (half fat is fine)
Fresh basil, if you have it

Nutritional Information

262 kcal
12g fat
5g saturates
2g carbs
0g sugar
1g fibre
37g protein
0.37g salt.

