

The Cambridge Practice

PATIENT NEWSLETTER



Welcome to the February Newsletter!

February 29th is Rare Disease Day.

Rare Disease Day is patient led, whereby patients are working towards equality in healthcare, diagnosis and therapies.

There are currently 300 million people worldwide living with a rare disease. And the long term aim for the Rare Disease Awareness Day is to attain fair access to treatment, health and social care, diagnosis and social opportunity for those individuals affected by a rare disease.

More information can be seen below, <https://www.rare diseaseday.org/>



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 not always being made aware of the clinician that the appointment is booked with.

We did: Following this feedback, a communication was sent to the Patient Services Team to request they inform all patients when booking or sending appointment confirmation messages of who the clinician is that the appointment has been booked with, for example an Advance Nurse Practitioner.

“YOU SAID”

WE DID

Practice Key Messages:

The Cambridge Practice currently have 549 carers registered on our system, and we are in the process of updating information on our social media and website regarding carers, and the new caring program that will be taking place in Aldershot.

We are currently recruiting for our Patient Participant Group; any information pertaining this can be found on the first page in the pink box. You can express your willingness to joining through our generic Cambridge Practice email (thecambridge.practice@nhs.net).

If you are aged 45 and over, you are eligible for a free NHS health check with one of our Health Care Assistants, you can book these by calling us up.

We are also still doing flu vaccinations for those who are eligible, up until 31st March 2024.

Practice Statistics - January

Please see some of the Practice statistics below for the month of January

Total number of HCA health reviews completed in the month of January	355
Total number of face-to-face appointments completed in the month of January	5028
Total number of telephone appointments completed in the month of January	1955
Total number of Econsult appointments completed in the month of January	672
Total number of home visit triage appointments completed in the month of January	132
Total number of calls answered in the month of January	11769
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 January	3291
Average wait time on calls in the month of January	00:06:22
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of January	356
Total number of prescription requests in the month of January	4582
Total number of same day urgent prescription requests submitted to the Practice for the month of January	178

The Cambridge Practice recommends the below healthy recipe.

Smoky cod, broccoli & orzo bake

Prep – 10 minutes – Cook – 20 minutes.

Method

Step 1

Heat the oven to 200C/180C fan/gas 6. Heat the oil in a deep ovenproof frying pan, and fry the onion for 5 mins until tender. Add the paprika, chipotle paste, broccoli and stock. Stir in the orzo, and transfer to the oven for 10 mins.

Step 2

Stir in half the herbs and the peas, and nestle the fish into the orzo. Sprinkle over a pinch of paprika and drizzle with oil, then season. Cook for 8-10 mins until the fish is cooked and the orzo is tender. Mix the remaining herbs with the yogurt. Loosen with a little water if needed, then serve with the orzo and fish.



Ingredients

½ tbsp olive oil, plus a drizzle
1 onion, chopped
1 tsp smoked paprika, plus a pinch
½-1 tbsp chipotle paste
200g long-stem broccoli
400ml hot vegetable stock
150g orzo
½ small bunch of dill, chopped
½ small bunch of parsley, chopped
50g frozen peas
2 sustainable skinless cod fillets
4 tbsp fat-free yogurt

Nutritional Information

kcal 618
low in fat 6g
saturates 1g
carbs 78g
sugars 18g
fibre 11g
protein 57g
salt 1.3g