

The Cambridge Practice

PATIENT NEWSLETTER



Welcome to the April Newsletter!

April is Stress Awareness Month.

Stress awareness month has been held every April since 1992 to increase public awareness about both the causes and cures for our modern stress epidemic.

More information can be seen below, <https://mentalhealth-uk.org/help-and-information/health-and-wellbeing/>



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 feedback asking why the call handlers are requesting the reason for the patient calling and requesting information on the health concern that the patient is calling about.

We did: Our Call Handlers are trained to ask certain questions in order to ensure that our patients receive the most appropriate medical care from the most appropriate health professional (which is not always the GP), at the appropriate time. We understand that it can be difficult sharing personal information over the phone, but this will ensure our patients are seen by the right person and within the right service.



Practice Key Messages:

- If you are experiencing symptoms of a urine infection, in order to have your urine tested, it will need to be requested by a member of the clinical team
- We are currently in the process of hiring for a new Medication Clerk, so if you are or know anyone who would be interested, then the application link can be found below

<https://www.jobs.nhs.uk/candidate/jobadvert/A3963-24-0000?location=Aldershot&distance=5&searchByLocationOnly=true&language=en>

Practice Statistics – March

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

Total number of HCA health reviews completed in the month of March	364
Total number of face-to-face appointments completed in the month of March	4450
Total number of telephone appointments completed in the month of March	2231
Total number of Econsult appointments completed in the month of March	600
Total number of home visit triage appointments completed in the month of March	97
Total number of calls answered in the month of March	11728
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 March	3368
Average wait time on calls in the month of March	00:06:07
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of March	321
Total number of prescription requests in the month of March	4479
Total number of same day urgent prescription requests submitted to the Practice for the month of March	170

The Cambridge Practice recommends the below healthy recipe.

Tamarind prawn curry

Method

STEP 1

Heat the oil in a frying pan over a medium heat and cook the onion for 5-8 mins until light golden. Stir in the chilli, garlic and ginger, and fry for another minute before adding the spices. Tip in the cherry tomatoes, swirl the can out with a splash of water and stir that into the pan as well.

STEP 2

Simmer for 5 mins until the tomatoes burst and the sauce thickens. Stir in the tamarind and prawns, and simmer for 2-3 mins until the prawns are cooked. Serve the curry on top of the rice, with the coriander scattered over.

Prep – 5 minutes – Cook – 15 minutes.



Ingredients

1tbsp vegetable oil
1 onion, chopped
1 red chilli, finely chopped
garlic cloves, crushed
1tbsp ginger
1tsp turmeric
1tsp cumin seeds
1tsp ground coriander
400g cherry tomatoes
1tbsp tamarind paste (see tip, below)
250g raw king prawns
250g cooked basmati rice
Handful of coriander leaves, to serve

Nutritional Information

- low in kcal 403
- low in fat 9g
- Saturates 1g
- Carbs 56g
- low in sugars 17g
- Fibre 5g
- high in protein 21g
- Salt 1.4g

