

The Cambridge Practice

PATIENT NEWSLETTER

Welcome to the August Newsletter!

In August we bring awareness to Makaton. Makaton International Awareness Day 2024 will be celebrated Wednesday 28th August 2024.

Makaton is a unique communication programme that uses symbols (pictures), signs (gestures) and speech to enable people to communicate. It supports the development of essential communication skills such as attention and listening, comprehension, memory, recall and organisation of language and expression.

Being able to communicate is one of the most important skills we need in life. Almost everything we do involves communication; everyday tasks such as learning at school, asking for food and drink, sorting out problems, making friends and having fun. These all rely on our ability to communicate with each other.

More information can be seen below, https://makaton.org/TMC/TMC/News_Stories/News/



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.



What is a First Contact Physio (FCP)?

Low back and neck pain are the greatest cause of years lost to disability in the UK, with chronic joint pain or osteoarthritis affecting more than 8.75 million people. In addition, musculoskeletal conditions also account for 30% of all GP appointments.

The NHS aimed that by this year, all adults in England will be able to see a musculoskeletal first contact physiotherapist at their local GP practice without being referred by a GP.

The vast majority of musculoskeletal first contact practitioners are physiotherapists with enhanced skills. They can help patients with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage their conditions
- referring them onto specialist services if necessary

<https://www.england.nhs.uk/gp/expanding-our-workforce/first-contact-physiotherapists/>



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 have installed a new phone system which includes a call back option for patients when waiting in the call queue. This call back option will alleviate the frustrations of having to wait for long periods of time before the call is answered by a member of our Patient Services Team.

Practice Statistics – July

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

Total number of HCA health reviews completed in the month of July	576
Total number of face-to-face appointments completed in the month of July	5062
Total number of telephone appointments completed in the month of July	2246
Total number of Econsult appointments completed in the month of July	571
Total number of home visit triage appointments completed in the month of July	111
Total number of calls answered in the month of July	7096
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	4621 (34.5%)
Average wait time on calls in the month of July	13m 29s
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of July	519
Total number of prescription requests in the month of July	4720
Total number of same day urgent prescription requests submitted to the Practice for the month of July	87

The Cambridge Practice recommends the below healthy recipe.

Mushroom & potato curry

Method

Step 1

Heat the oil in a large saucepan, add the onion and potato. Cover, then cook over a low heat for 5 mins until the potatoes start to soften. Throw in the aubergine and mushrooms, then cook for a few more mins.

Step 2

Stir in the curry paste, pour over the stock and coconut milk. Bring to the boil, then simmer for 10 mins or until the potato is tender. Stir through the coriander and serve with rice or naan bread.

Prep – 10 minutes – **Cook** – 20 minutes.



Ingredients

1 tbsp oil
1 onion, roughly chopped
1 large potato, chopped into small chunks
1 aubergine, trimmed and chopped into chunks
250g button mushrooms
2-4 tbsp curry paste (depending on how hot you like it)
150ml vegetable stock
400ml can reduced-fat coconut milk
Chopped coriander, to serve

Nutritional Information

kcal 212
Fat 15g
Saturates 9g
Carbs 15g
Sugars 5g
Fibre 3g
Protein 5g
Salt 0.71g