

# The Cambridge Practice

## PATIENT NEWSLETTER

Welcome to the September Newsletter!

Every September our Urology Awareness Month raises awareness of urology diseases including bladder, kidney, prostate 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.

Throughout the Month we highlight stats and facts on urology health alongside launching new videos and resources, delivering webinars, holding roadshows and health and well-being sessions, organising events and fundraising activities. There are lots of ways you can get involved and support the Month.

More information can be seen below, <https://www.theurologyfoundation.org/impact-achievements/campagins/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](mailto:thecambridge.practice@nhs.net) marked for the attention of Charlotte Freeman, Business Executive Assistant.



### What is a medical call handler (MCH)?

As a call handler, you're a caller's first point of contact, using your skills, alongside specialist computer software, to assess their symptoms and give them the help and reassurance they need. As a medical call handler, you'll respond to changing and challenging situations quickly, leading to effective urgent treatment.

The level of knowledge needed to be able to correctly signpost to the most appropriate care is vast, covering every aspect in a GP surgery.

The medical call handler will need knowledge of relevant industry regulations and procedures to effectively carry out their duties.



# Practice Key Messages:

- If you are experiencing symptoms of a urine infection, (UTI) Female aged between 18yrs - 65yrs You are able to be treated at your local pharmacy who can also prescribe antibiotics.
- Pharmacy First - Can treat you for Minor Aliments such as Coughs, Colds/Flu like symptoms 5yrs + Bites/Stings 1yr + Ear ache - 1yr - 17ys only. Eyes complaints - Not pregnant. Hay fever & Sleeping difficulties.
- Most Boots Pharmacist, now prescribe with consultation The Contraceptive pill.

## Practice Statistics – August

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

Total number of HCA health reviews completed in the month of August	527
Total number of face-to-face appointments completed in the month of August	4441
Total number of telephone appointments completed in the month of August	1766
Total number of Econsult appointments completed in the month of August	484
Total number of home visit triage appointments completed in the month of August	98
Total number of calls answered in the month of August	10,666
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	2,744
Average wait time on calls in the month of August	11m 24s
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of August	311
Total number of prescription requests in the month of August	4,398
Total number of same day urgent prescription requests submitted to the Practice for the month of August	17

The Cambridge Practice recommends the below healthy recipe.

### Chicken, Leek and Mushroom Pies

#### Method

##### Step 1

Heat the butter in a shallow pan and gently cook the leeks with the thyme for 8 mins, or until soft. Add both types of mushrooms and cook for 5 mins more, then turn up the heat a little, add the chicken and stir until the chicken starts to brown. Scatter over the flour and stir to make a paste and continue to cook for 2 mins.

##### Step 2

Splash in the wine, if using, and sizzle for 1 min, stirring, then pour in the stock, cream and lemon juice, season and simmer for 10 mins until the chicken is cooked through. Leave to cool, then pop in the fridge to chill. *Can be made up to two days ahead.* Assemble the pies as directed in Tom's pie pastry recipe, decorating the tops with any trimmings, if you like.

Prep – 25 minutes – Cook – 55 minutes.



#### Ingredients

50g butter  
3 leeks, washed and finely sliced  
1 thyme sprig  
100g button mushrooms, sliced  
20g dried porcini mushrooms, roughly crumbled  
6 skinless and boneless chicken thighs  
30g flour  
Splash of white wine (optional)  
300ml chicken stock

#### Nutritional Information

1051kcal  
Fat 61g  
Saturates 31g  
Carbs 92g  
Sugars 3g  
Fibre 7g  
Protein 28g  
Salt 1.7g