

# The Cambridge Practice

## PATIENT NEWSLETTER



Welcome to the August Newsletter!

Happiness Happens Month is celebrated annually in August. It is dedicated to celebrating things that make you happy. It's a known fact that happiness is contagious and sharing your happiness can bring a smile to someone's face. The month reminds us that happiness can be found in even little things that we might not notice and that spreading the same joy amongst others can help make the world a better place.

More information can be found on the link below;

<https://www.holidaycalendar.io/holiday/happiness-happens-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 patient's 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 the Management Team.



## Patient suggestions which impacted Practice Improvements

### **You said:**

*"Have a sign at front desk to ensure patients are given privacy whilst speaking to the Receptionists."*

### **We did:**

A reminder has been sent to the Patient Services team to remain mindful when speaking with patients, ensuring voices are kept low to maintain discretion when discussing any medical or personal information.

Additionally, a poster has been placed at the front desks of both ACFH and LFR, kindly asking patients to be aware of their proximity to others in the queue. This is to help uphold patient confidentiality and privacy at all times.

# Practice Key Messages:

## Flu Season Is Approaching – Here's What You Need to Know

As we head into autumn, preparations for the annual flu vaccination programme are underway. Protecting yourself and your family is more important than ever, and we're here to help make it easy.

### Children's Flu Clinics

- **Ages 2–3 years, and 4-year-olds not starting school until September 2026**, will be invited to attend flu clinics at the surgery starting in **September**.
- The vaccine is usually given as a **nasal spray**, unless contraindicated.
- **School-aged children** will be invited to receive their flu vaccine through **school-based clinics**.
- Children aged **6 months to 18 years** who are in **at-risk groups** can attend either their school clinic or book an appointment at the surgery.

### Adult Flu Clinics

- Adults aged **65 and over**, and those aged **18+ in at-risk groups**, will be invited to attend our flu clinics in **October**.
- Planned clinic dates: **Friday 4th October** and **Friday 18th October**.

### Eligibility

- For full details on who is eligible for a free NHS flu vaccine this year, please refer to the official guidance:  
[🔗 National Flu Immunisation Programme 2025 to 2026 – GOV.UK](#)

We'll be sending out invitations shortly, so please keep an eye on your messages. If you think you or your child may be eligible and haven't heard from us by mid-September, feel free to get in touch.

Stay well this flu season!

## 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	466
Total number of face-to-face appointments completed in the month of July	5,026
Total number of telephone appointments completed in the month of July	1,621
Total number of Econsult appointments completed in the month of July	533
Total number of home visit triage appointments completed in the month of July	95
Total number of calls answered in the month of July	8,412
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	2,295
Average wait time on calls in the month of July	10 minutes 21 seconds
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of July	315
Total number of prescription requests in the month of July	4,145
Total number of same day urgent prescription requests submitted to the Practice for the month of July	24

**The Cambridge Practice recommends the below healthy recipe.**

### Method

#### Step 1

Heat the oil in a saucepan over a medium heat and cook the curry paste for 1 min before adding the stir-fry veg and prawns. Cook for 3 mins until the prawns are mostly pink, then add the coconut milk, veg stock and noodles.

#### Step 2

Bring to the boil, then reduce the heat to a simmer and cook for 5 mins until the noodles are cooked through and the veg is tender but still has a bite. Divide between two bowls and sprinkle over the herbs, chilli and spring onion.

## Thai curry noodle soup

**Prep** –5 mins –**Cook** – 15 mins.



### Ingredients

1 tsp vegetable oil  
1 heaped tbsp Thai green curry paste  
220g stir-fry vegetable mix  
150g raw prawns  
shelled  
180ml light coconut milk  
220ml vegetable stock  
made with 1 low-salt stock  
cube  
250g straight-to-wok udon  
noodles  
5g coriander  
roughly chopped  
5g Thai basil  
roughly torn  
1 red chilli  
sliced, to serve  
1 spring onion  
sliced, to serve

### Nutritional Information

320 kcal  
12g fat  
6g saturates  
41g carbs  
7g sugars  
7g fibre  
10g protein  
1.3g salt