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The Cambridge Practice

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PATIENT NEWSLETTER

January is Cervical Cancer Awareness Month.
Each year, more than 3,200 women are diagnosed with cervical cancer in the UK. This type of cancer can affect people of all ages. Cervical screening is a way of preventing cervical cancer, also known as cancer of the cervix. Cervical screening looks for the human papillomavirus (HPV) which can cause abnormal cells on the cervix. If HPV is found, the same is checked for abnormal cells.
Did you know that 1 in 3 women don't attend their cervical screening test?

More information can be seen below:

https://www.macmillan.org.uk/cancer-awareness/cervical-cancer-awareness

PATIENT PARTICIPATION GROUP

We're pleased to share that our very first Patient Participation Group (PPG) meeting will be taking place this month. This is an exciting step in strengthening communication between the practice and our patients, and we're looking forward to hearing ideas, feedback, and suggestions directly from the community we serve.

We'll update you in our next newsletter with what comes out of the meeting - so watch this space!

PATIENT PARTICIPATION GROUP

Patient suggestions which impacted Practice Improvements

You said:
"Long wait on the phones"
We did:
We have reviewed our phone system and made changes to improve your experience. We've now adjusted our callback service, so it activates much sooner. Previously, it switched on when there were 10 callers in the queue or a 10-minute wait.

It will now activate when there are:

- 5 callers in the queue, or
- a waiting time of over 5 minutes

This means the callback service will be offered earlier, giving patients the option to keep their place in the queue without staying on the line.

Practice Key Messages:

Every missed appointment reduces availability for other patients. If you can't attend, please **cancel as early as possible** so the slot can be offered to someone else.

If you've contacted the Practice several times for the **same symptoms** and they're not improving or are getting worse, please let us know. Your concerns matter, and we want to make sure you're supported appropriately.

Our staff work hard to care for patients during a very busy period. Please treat them with **kindness and respect** - abuse of any kind will not be tolerated.

Practice Statistics - December

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

Total number of HCA health reviews completed in the month of December	339
Total number of face-to-face appointments completed in the month of December	4,239
Total number of telephone appointments completed in the month of December	1,510
Total number of EConsult appointments completed in the month of December	432
Total number of home visit triage appointments completed in the month of December	78
Total number of calls answered in the month of December	7,415
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 December	2,375
Average wait time on calls in the month of December	13m 33s
Total number of DNA's (patients who did not attend of cancel their appointment) in the month of December	374
Total number of prescription requests in the month of December	4,033
Total number of same day urgent prescription requests submitted to the Practice for the month of December	29

The Cambridge Practice recommends the below recipe.

Hearty pasta soup

Prep – 5 mins | **Cook** – 25 mins | **Serves** – 4

Method

Step 1

Heat oil in a pan. Fry the carrots and onion for 5 mins until starting to soften. Add the stock and tomatoes, then simmer for 10 mins. Add the peas and beans with 5 mins to go.

Step 2

Once veg is tender, stir in the pasta. Return to the boil and simmer for 2 mins until the pasta is just cooked. Stir in the basil, if using. Season, then serve in bowls topped with a sprinkling of Parmesan and slices of garlic bread.

Ingredients

1 tbsp olive oil
2 carrots (chopped)
1 large onion (finely chopped)
1l vegetable stock
400g can chopped tomato
200g frozen mixed peas and beans
250g pack fresh filled tortellini (we used spinach and ricotta)
handful of basil leaves
Grated parmesan to serve

Nutritional Information

286 kcal
9g fat
3g saturates
44g carbs
11g sugars
6g fibre
11g protein
0.88g salt