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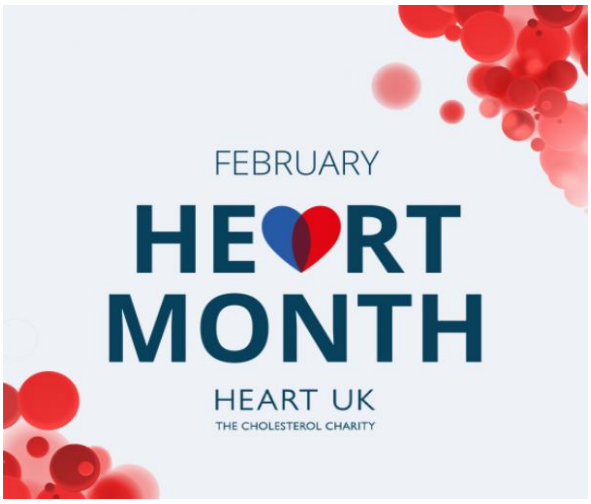
The Cambridge Practice

PATIENT NEWSLETTER



February marks Heart Month, a nationwide campaign encouraging everyone to learn more about heart health and take simple steps to reduce the risk of heart disease.

High cholesterol is one of the key factors that can increase the risk of heart disease yet it's something that can often be improved with small, sustainable lifestyle changes. This month, we're joining charities and health organisations in raising awareness and encouraging patients to:

- Know their cholesterol numbers
- Make heart-healthy food choices
- Stay active in ways that feel manageable and enjoyable
- Seek support if they need help making lifestyle changes

Looking after your heart doesn't have to be overwhelming, small steps make a real difference. If you have concerns about your cholesterol or heart health, please speak to our team. We're here to help you stay well, this month and all year round.

More information can be found on
https://www.heartuk.org.uk/get-involved/Heart-Month-2026

PATIENT PARTICIPATION GROUP

We're pleased to share that our first Patient Participation Group (PPG) meeting was a great success. We welcomed a wonderful group of patients who shared helpful feedback and ideas on how we can continue improving our services.

Thank you to everyone who attended! Your input is invaluable.

We look forward to keeping you updated and welcoming more patients to future meetings.

PATIENT PARTICIPATION GROUP

Patient suggestions which impacted Practice Improvements

You said:

"Please pass on test results without us having to ask"

We did:

To ensure patients receive their results as quickly and conveniently as possible, we are encouraging all patients to use the NHS App. Once your results have been processed and saved to your medical record, they will appear in the app straight away, giving you immediate access and reducing the need to phone the practice.

you said we did

Practice Key Messages:

We would like to say a heartfelt thank-you to all our patients for their patience and understanding while we have been working to improve our services here at The Cambridge Practice. Recently, we introduced our new automated receptionist system and Accurx Patient Triage online consultation forms to help you contact us more easily and to ensure your queries reach the right team as quickly as possible.

We appreciate that changes can take a little time to get used to, and we are grateful for all the support as we continue to make our services more efficient, accessible, and responsive for everyone.

Thank you.

Practice Statistics - January

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

Total number of HCA health reviews completed in the month of January	309
Total number of face-to-face appointments completed in the month of January	4,350
Total number of telephone appointments completed in the month of January	1,690
Total number of online consultation appointments completed in the month of January	593
Total number of home visit triage appointments completed in the month of January	91
Total number of calls answered in the month of January	8,574
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 January	2,933
Average wait time on calls in the month of January	15m 16s
Total number of DNA's (patients who did not attend of cancel their appointment) in the month of January	326
Total number of prescription requests in the month of January	5,026
Total number of same day urgent prescription requests submitted to the Practice for the month of January	31

The Cambridge Practice recommends the below recipe.

Steaks with goulash sauce & sweet potato fries

Prep – 10 mins | **Cook** – 25 mins | **Serves** – 2

Ingredients

3 tsp rapeseed oil
plus extra for the steaks
250g sweet potatoes
peeled and cut into narrow chips
1 tbsp fresh thyme
leaves
2 small onions
halved and sliced (190g)
1 green pepper
deseeded and diced
2 garlic cloves
sliced
1 tsp smoked paprika
85g cherry tomatoes
1 tbsp tomato purée

Nutritional Information

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

Method

Step 1
Heat oven to 240C/220C fan/gas 7 and put a wire rack on top of a baking tray. Toss the sweet potatoes and thyme with 2 tsp oil in a bowl, then scatter them over the rack and set aside until ready to cook.

Step 2
Heat 1 tsp oil in a non-stick pan, add the onions, cover the pan and leave to cook for 5 mins. Take off the lid and stir – they should be a little charred now. Stir in the green pepper and garlic, cover the pan and cook for 5 mins more. Put the potatoes in the oven and bake for 15 mins.

Step 3
While the potatoes are cooking, stir the paprika into the onions and peppers, pour in 150ml water and stir in the cherry tomatoes, tomato purée and bouillon. Cover and simmer for 10 mins.

Step 4
Pan-fry the steak in a hot, non-stick pan for 2-3 mins each side depending on their thickness. Rest for 5 mins. Spoon the goulash sauce onto plates and top with the beef. Serve the chips and spinach alongside.