

The Cambridge Practice

PATIENT NEWSLETTER



Stress Awareness Month takes place every April and is an opportunity to highlight the impact stress can have on both our mental and physical health. Stress is a normal part of life, but when it becomes overwhelming or long-lasting it can affect sleep, mood, concentration, and overall wellbeing. Moving forward, we encourage patients to take small steps to manage stress, such as staying active, maintaining social connections, getting enough rest, and talking about worries with someone they trust.

More information can be found on

<https://wellbeinginfo.org/stress-awareness-month-2026/>



PATIENT PARTICIPATION GROUP

We're pleased to report another successful Patient Participation Group (PPG) meeting!

We were joined by guest speakers who gave an informative and engaging overview of the new digital pathways now available, helping members understand how these developments are improving access to our services. It was a great discussion with lots of interest and positive feedback.

Our next PPG meeting will take place in June, and we look forward to welcoming both existing and new members to join us.



Patient suggestions which impacted Practice Improvements

You said:

"Reduce on how many paper newsletters you print and display the newsletter on your waiting room tv at the Lower Farnham Road Surgery."

We did:

We have created a slide-deck version of our patient newsletter, which includes monthly updates and can be displayed on rotation on the waiting room TV alongside other health awareness messages.



Practice Key Messages:

This April, we'd like to encourage patients to make the most of online services for appointments, prescriptions, and test results, and to help us by booking routine appointments early where possible. As we move through spring, please remember to seek support for seasonal health concerns such as hay fever and any patients with long-term conditions remember to attend your annual reviews when invited. Please remember to order repeat prescriptions in good time, especially around bank holidays, and help us keep your records accurate by ensuring your contact details are up to date. Finally, we thank you for your continued patience and kindness to our staff as we work hard to provide safe and effective care for everyone.

Notice of upcoming Practice bank holiday closures in May

Monday 4th May & Monday 25th May

Practice Statistics - March

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

Total number of HCA health reviews completed in the month of March	268
Total number of face-to-face appointments completed in the month of March	4,251
Total number of telephone appointments completed in the month of March	1,740
Total number of online consultation appointments completed in the month of March	617
Total number of voice agent contacts in the month of March	7,445
Total number of calls answered in the month of March	2,761
Total number of missed calls excluding repeat calls in the month of March	349
Average queue time answered on calls in the month of March	18m 30s
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of March	300
Total number of prescription requests in the month of March	4976
Total number of same day urgent prescription requests submitted to the Practice for the month of March	41

The Cambridge Practice recommends the below recipe.

Spring Green Soba Salad with Korean Style Marinated Eggs

Prep – 10 mins | Cook – 35 mins | Serves – 2

Method

Step 1

The eggs are best made a day or two in advance. Bring a large pan of water to the boil and season well with salt. Add the eggs and cook for 7 mins. Remove using a slotted spoon and lower into ice water to cool.

Step 2

Mix the 150 ml soy sauce, mirin, 150ml water, 1 sliced spring onion, the ginger, chilli flakes, peppercorns and sesame seeds in a deep container. Peel the eggs and lower them into the soy sauce mix. Put the lid on the container, then chill for at least 3 hrs. Will keep chilled for up to two days.

Step 3

Mix the miso, 2 tbsp soy sauce, rice wine vinegar, honey and coriander in a medium bowl. Boil the soba noodles following pack instructions and rinse well with cold water to keep them from sticking. Reserve some of the noodle cooking water.

Step 4

Put the vegetable oil in a frying pan over a medium heat. Scatter in the garlic and ginger and cook for a few minutes until fragrant. Add the spring greens, stirring well until wilted, then mix through the cooked soba and sauce from the bowl, adding a little noodle cooking water to loosen. Mix until silky and coated.

Step 5

Split the noodles between two bowls, then slice the eggs and put on top of the noodles. Spoon over 1 tbsp of the egg marinade. Sprinkle with a few sesame seeds and serve.



Ingredients

4 eggs
150ml soy sauce
75ml mirin
2 spring onions
20g ginger
1 tsp chilli flakes
1 tbsp Szechuan peppercorns
1 tbsp sesame seeds
1 tbsp white miso
3 tbsp rice wine vinegar
1 tbsp honey
10g coriander
150g soba noodles
1 tsp vegetable oil
2 garlic cloves
10g ginger
200g spring greens

Nutritional Information

524 kcal
16g fat
4g saturates
62g carbs
19g sugars
8g fibre
29g protein
5.1g salt

yum:
yum