

The Cambridge Practice

PATIENT NEWSLETTER



May is National Walking Month 2026, a campaign to encourage people across all ages and backgrounds to get outside and embrace the simple, yet profound health benefits of walking.

A brisk 10-minute daily walk has lots of health benefits and counts towards your 150 minutes of weekly exercise, as recommended in the physical activity guidelines for adults aged 19-64.

Make it your aim to sit less and move more!

Read on and more importantly walk on with more information below.

<https://getactiveabc.com/nationalwalkingmonth/>



PATIENT PARTICIPATION GROUP

We're pleased to share that our Patient Participation Group (PPG) continues to grow, with increasing patient involvement and positive feedback following recent meetings. Our latest sessions have focused on enhancing digital access and communication, making services easier to use and better tailored to patient needs. We've had valuable discussions about our new digital consultation pathways, including Patient Triage and online forms, and it's encouraging to see strong engagement from patients.

Your feedback is shaping how we deliver care, and we're always eager to hear from more patients who wish to get involved. If you'd like to join the PPG or find out more, please don't hesitate to contact the practice. Your voice truly makes a difference.



Patient suggestions which impacted Practice Improvements

You said:

"It can be confusing knowing how to contact the practice and which option to choose."

We did:

We introduced improved digital access through our new Patient Triage system and enhanced online consultation forms. These changes help ensure your requests are directed to the right team more quickly and efficiently.



Practice Key Messages:

📄 Use of Online Services: Many queries (prescriptions, sick notes, admin requests) can be managed online without needing to call or visit the practice. This helps reduce waiting times on the phone and allows us to respond more efficiently.

👩 Right Care, Right Clinician: Not all health concerns need a GP appointment. Our wider clinical team includes ANP's, PA's, Clinical Pharmacists, MSK Practitioners, Mental Health Support Workers, Nurses, HCAs who are all highly skilled in managing a range of conditions. Our team will guide you to the most appropriate professional for your needs.

📅 Missed Appointments (DNAs): We are still experiencing a high number of missed appointments where patients do not attend and do not cancel. In April alone, **348** appointments were lost due to patients not attending. These are appointments that could have been offered to other patients in need of care. If you are unable to attend your appointment, please let us know as soon as possible so it can be offered to someone else.

Practice Statistics - April

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

Total number of HCA health reviews completed in the month of April	263
Total number of face-to-face appointments completed in the month of April	4,036
Total number of telephone appointments completed in the month of April	1,498
Total number of online consultation appointments completed in the month of April	600
Total number of voice agent contacts in the month of April	6,305
Total number of calls answered in the month of April	3,277
Total number of missed calls excluding repeat calls in the month of April	273
Average queue time answered on calls in the month of April	16m 10s
Total number of DNA's (patients who did not attend or cancel their appointment) in the month of April	348
Total number of prescription requests in the month of April	6,162
Total number of same day urgent prescription requests submitted to the Practice for the month of April	39

The Cambridge Practice recommends the below recipe.

Halloumi, Carrot & Orange Salad

Prep – 5 mins | **Cook** – 15 mins | **Serves** – 4

Method

Step 1

Cut the peel and pith away from the oranges. Use a small, serrated knife to segment the orange, catching any juices in a bowl, then squeeze any excess juice from the off-cut pith into the bowl as well. Add the mustard, honey, vinegar, oil and some seasoning to the bowl and mix well.

Step 2

Using a vegetable peeler, peel carrot ribbons into the dressing bowl and toss gently. Heat a drizzle of oil in a frying pan and cook the halloumi for a few mins until golden on both sides. Toss the watercress through the dressed carrots. Arrange the watercress mixture on plates and top with the halloumi and oranges.



Ingredients

2 large oranges
1 ½ tbsp wholegrain mustard
1 ½ tsp honey
1 tbsp white wine vinegar
3 tbsp rapeseed or olive oil
2 large carrots
225g block halloumi
100g bag watercress or baby spinach

Nutritional Information

338 kcal
23g fat
10g saturates
15g carbs
15g sugars
4g fibre
16g protein
2.1g salt