



RAMSEY HEALTH CENTRE NEWSLETTER WINTER 2017



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Flu Reminder — Don't risk the flu! It's not too late.



If you missed our September Flu Clinic—don't panic: We still have stocks of the vaccine and you can book yourself a flu jab appointment with any of our nursing team.

The flu jab is available free to any patients in eligible high-risk groups, including over 65s, pregnant women and people who suffer from long-term or chronic health conditions (e.g. heart disease, kidney disease, liver disease, respiratory disease, diabetes, etc.)

Please check your eligibility with our Patient Services staff and book yourself in for a flu jab while stocks last.

ZERO TOLERANCE POLICY — ABUSE AND HARASSMENT

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the NHS. The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right.

At no time will any such behaviour be tolerated in this practice.

If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

Ramsey Health Centre also reserves the right to remove any patient seen to be making abusive or defamatory remarks on any social networking site (Facebook/Twitter etc.). Please be aware that posting online anything that can be construed as libellous will be treated as abuse, and appropriate action will be taken by the Practice.



Staff Changes at Ramsey Health Centre

We are sad to be saying farewell to **Dr Himanshu “Manch” Patel** who leaves the practice in December. He will be much missed by staff and patients alike and we wish him all good things for the future.

We are pleased to welcome a new GP — **Dr Tom Spencer** who previously worked with us as a GP registrar in 2013. We are delighted to welcome him back as a full member of the team.

We also welcome a new member of the Administration/Patient Services Team: **Sylvia Davies** will be joining us as Patient Records Administrator from 20th November 2017.



Stop it Now!

Stop it Now! is a public campaign run by the Lucy Faithfull Foundation to prevent child sexual abuse. It aims to educate offenders about the harm they are causing, and to make them aware of the help that is available.

Stop it Now! run a helpline that people can call confidentially and anonymously to discuss their concerns relating to abuse, including concerns regarding their own behaviour or that of another person. The helpline number is: **0808 1000 900**. The website is **www.stopitnow.org.uk**

Accessible Information Standard

Ramsey Health Centre is committed to ensuring that your needs are taken into account in the way we present information to you. It is important to us that we present information in a way that makes it easy for you to understand. For example, we may need to take account of a visual impairment or a hearing difficulty and make changes to the way we communicate information to you.

If this applies to you or someone you are caring for, please do let us know by informing the Patient Services Team. We will then record your needs by highlighting them on your medical records and make the necessary changes wherever possible.

DIABETES—ARE YOU AT RISK?

Diabetes is the fastest growing health threat facing our nation. Over three million people are living with diabetes in England. It is also estimated that there are approximately 1 million people with undiagnosed Type 2 diabetes. Could you be one of the missing millions?

- Your risk increases with age. You're more at risk if you are white and over 40 or over 25 if you are African-Caribbean, Black African or South Asian.
- You're two to six time more likely to get Type 2 Diabetes if you have a parent, sibling or child with diabetes.
- Type 2 diabetes is two to four times more likely in people of South Asian descent and African-Caribbean of Black African descent.
- You're more at risk if you've ever had high blood pressure
- You're more at risk of Type 2 diabetes if you're overweight, especially if you're large around the middle.

If you are aged 40—74 and do not already have Type 2 diabetes, please book an appointment to have an NHS Health Check where you will be offered a finger prick blood test which will determine your risk of Type 2 diabetes and also your cholesterol level. If the test shows you are at risk of developing Type 2 diabetes you can be referred to the NHS Diabetes Prevention Programme which is held locally in the Methodist Church.

DO NOT BECOME ONE OF THE 'MISSING MILLIONS'



CHRISTMAS AND NEW YEAR CLOSING DATES:

Ramsey Health Centre will be closed as follows:

Monday 25th December 2017 and Tuesday 26th December 2017—CLOSED

Monday 1st January 2018—CLOSED

The health centre and dispensary will be open as normal all other times. Please see the website or page 4 of this newsletter for details of normal opening times.

MYTH vs FACT

Can you tell Myth from Fact when it comes to common beliefs about winter illness? Try our quiz below to test your knowledge. (Answers at the bottom of the page).

1. Feed a cold and starve a fever

2. Antibiotics cure colds and flu.

3. Gargle with salt water

4. Cold weather causes colds

5. The flu vaccine can give you the flu.

MYTH
OR
FACT?

6. Sweat it out.

7. Eat chicken soup

8. Go for a steam

9. Blow your nose often

10. Drinking milk produces mucus

Quiz Answers: 1. MYTH (And vice versa, too. Just eat healthily to get healthy). 2. MYTH. Colds and flu are caused by viruses; antibiotics only work against bacterial infections. 3. FACT. Gargling with warm salty water can soothe a sore throat. 4. MYTH. Colds and flu are caused by viruses, not by the weather. 5. MYTH: The virus in the vaccine is inactive and cannot cause an infection. 6. MYTH. Dehydration can make you feel worse. Drink plenty of fluids. 7. FACT. The steam helps relieve congestion and the broth keeps you hydrated. 8. FACT: Inhaling steam loosens mucus and opens blocked airways. 9. FACT. Sniffing can encourage a sinus infection. 10. MYTH. It has no impact on mucus production and is full of vitamins and minerals.

Ramsey Health Centre

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Surgery Opening Times

Monday	8.00am to 1.00pm, 2.00pm to 6.00pm
Tuesday	8.00am to 1.00pm, 2.00pm to 8.00pm
Wednesday	7.45am to 1.00 pm, 2.00pm to 6.00pm
Thursday	8.00am to 1.00pm, 2.00pm to 6.00pm
Friday	8.00am to 1.00pm, 2.00pm to 6.00pm

Appointment Cancellation Text Number: 0790 779 4417

Dispensary Opening Times:

Mon to Fri 08:00 - 13:00 and 15:00 - 18:00

Please cut out the handy contact details and keep them to hand. Cards with this information on can be collected from the Reception Desk.

*The Doctors and Staff of
Ramsey Health Centre would
like to wish all our patients a
Merry Christmas and a Happy
and Health New Year*

Would you like to receive future copies of the Ramsey Health Centre Newsletter by email?

See our website at www.ramseyhealthcentre.co.uk for details, call us on 01487 812611, or email us: ramsey.health-centre@nhs.net