



Happy New Year

Dr. Michael Grande
 Dr. Simon Poole
 Dr. Emma Baldwin
 Dr. Joanne Pritchard
 Dr. Simon Robinson
 Dr. Emily Manning
 Dr. Claire Aho
 Dr. Rebecca Ellard – Registrar
 Dr. Nicholas Hopkins – Registrar

Olga Starobinskaya – Practice manager and Firs House News editor

Firs House Surgery
 Station Road, Histon, CB24 9NP
 Tel: 01223 234286
 42 Telegraph Street
 Cottenham, CB24 8QU
 Tel: 01954 251180
 www.firshouse.com

Normal surgery hours
 Morning 8.30 – 11.10
 Afternoon 15.20 – 17.30

Reception opening hours
 Histon 8.00 – 13.00 and 14.00 – 18.00
 Cottenham 8.00 – 12.00 and 14.00 – 18.00

If you can't get through on the usual number at any time, please call the other site and staff will be happy to help you. Please let them know at which site you wish to be seen if this is for an appointment.

Extended hours
 We offer out-of-hours appointments for patients on some early Wednesday and Friday mornings and once a month on Saturdays.

Saturday morning clinics

07/01/2017

04/02/2017

04/03/2017

Comments - We welcome any comments or suggestions about the Practice and the service it offers, so if you have a good idea please let us know. You can leave your comments on our website, via email (firs.house@nhs.net) or by filling in a Friends and Family test at reception.

Flu clinics

Our surgery has administered over 2000 flu jabs so far this winter. The flu vaccine is given free on the NHS as an annual injection to anyone aged 65 and over, pregnant women, those with an underlying health condition (children or adults, particularly long-term heart or respiratory disease) and with weakened immune systems, and children aged six months to



two years with underlying health conditions at risk of flu.

If you meet the above criteria and you still have not had your flu jab this season, please contact the surgery to book your appointment.

Missed Appointments

Our patients failed to attend 296 appointments in November (123 – GPs, 173 – Nurses and Healthcare Assistants). If you no longer wish to attend the surgery, please remember to cancel your appointment so someone who is not well can take it.

Patient online services

The surgery offers patient online services which allow you to book your appointments, order repeat prescriptions and view your medical records. Please ask for a form at reception.



Nominate your chosen pharmacy for your repeat medication – EPS (Electronic Prescription Service)

Please let us know if you would like to nominate a pharmacy where you regularly collect your medication from. If you choose a pharmacy, there will be no need for you to come to the surgery and collect your prescription. We shall do this for you by sending your electronically signed prescription directly to your chosen pharmacy.

Please allow 48 hours for your prescription to be ready for collection.

Cambs GP Network Federation

In response to the NHS 5 year Forward Plan, cuts in NHS funding and growing pressures on the local health services, we are pleased to say that Firs House surgery has joined a newly formed Cambs GP Network Federation along with 31 other local practices in Cambridgeshire. The remit of a GP Federation is generally to share responsibility for delivering high quality, patient-focussed services for its communities.

We hope that an established Federation will be an influential advocate for protecting General Practices and developing Primary Care across the county.

Reception team

Our receptionists are here to help you and the medical team. In order to be able to book you in with the most appropriate member of clinical staff, our reception team may have to ask you brief questions about your medical condition and the treatment you feel you need. This ensures that you receive the proper level of care and at the most appropriate time. Any information you give is strictly confidential and all staff are bound by this. If you feel you wish to speak privately, away from reception, then please say so. If any issue is very sensitive to you and you do not wish to give details to the reception team, then your wishes will always be respected.

Please do not blame the receptionist if the doctor is running late or they are unable to offer you what you want. Please understand that the team is juggling many priorities and has to manage sudden surges in demand and unpredictable emergencies.

PPG NOTICEBOARD

Join our **Virtual Patient Group** by registering on the surgery website or at reception.



Understanding Dementia

In October, the PPG ran an information event ‘Understanding Dementia’ attended by 80 people. Valerie Freestone, Specialist Clinical Dementia Nurse at Addenbrooke’s, was keen to encourage us to adopt a positive attitude to both preparing for the possibility of someone developing dementia, and doing our best for the affected person. Dementia is the most feared condition amongst over 50s and is sometimes described as a ‘living death’. But by ensuring the wishes of someone with dementia are known and communicated to family, friends and care staff, we can turn the situation into ‘living well’. It is worth ensuring necessities like a favourite food, things that give pleasure or evoke memories like a playlist of music, and an easily navigable domestic routine are put in place. The video clip about Henry from www.musicandmemory.org provided a striking and heartening example of how someone who had previously had little interaction with people was re-awakened by music from his earlier years.



Dr Simon Poole, Firs House Practice GP, chaired the evening. He looks after the whole spectrum of cases, from those that are worried about their memory loss but otherwise well, through to patients attending a hospital clinic or resident in a care home. He said there was now good evidence that a good diet and healthy lifestyle can help prevent the onset of dementia, but was cautious about drug treatment: it has its place but has disappointingly not been the major advance that it was first described as. Valerie stressed we should always seek a diagnosis if we were worried about any of the forms of dementia, in order to put some positive strategies immediately into place rather than try and hide from it.



What is an NHS Health Check?

The NHS Health Check is a health check-up for adults in England aged 40–74. It’s designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing any of these conditions. Your NHS Health Check helps find ways to lower this risk. If you’re 40–74 without a pre-existing condition and you have not had your health check yet, please call the surgery to book your appointment.

New Out of Hours service

On 19th October, Herts Urgent Care (HUC) replaced Camdoc and is now responsible for the provision of 111 and Out of Hours GP service. Patients who ring our surgery outside core hours (after 6 pm on weekdays and all weekend and public holidays) will be advised to ring 111 directly.



111 Option 2 – The extension of the 111 service means callers who are experiencing a mental health crisis are able to dial the NHS urgent medical advice number. By choosing ‘option 2’ you are put through to a member of the new First Response Service. Specially-trained mental health staff will speak to callers and discuss with them their mental health care needs – instead of patients

having to go to Accident and Emergency.

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) News

Self-care

Patients have available an increasing range of resources for advice on medicines use, e.g. community pharmacists, NHS 111 and the Internet. These can be used to enable self-care as an alternative to their GP or a nurse. Cambridgeshire & Peterborough CCG encourages patients and the public to access these forms of advice and purchase the over-the-counter remedies they feel they may need.

The range of medicines available increases regularly.

- Treating acute pain, such as a headache
- Managing coughs and colds
- Reducing small increases in body temperature
- Treating one-off constipation and/or diarrhoea
- Treating minor abrasions or irritated skin
- Reducing the effects of allergic responses
- Eliminating of head-lice infestation
- Treating bouts of indigestion resulting from over-indulgence
- Treating occasional vaginal thrush

For further information, please go to: http://www.cambsphn.nhs.uk/Libraries/Self_Care_-_MMT/Policy_on_Prescribing_of_Medicines_that_are_Available_for_Purchase_Mar16_v3.sflb.ashx

Invitation to Patient / carer forum – Older people and adults community directorate

What do you think about the health services you receive? Join us for afternoon tea to share your views.

Date: Wednesday 18 January 2017 Time: 1.00pm-3.30pm
 Stable Room, Wood Green, King’s Bush Farm, London Road, Godmanchester, PE29 2NH
 To book your place contact Carol Wilson on 01223 218582 or email carol.wilson@cpft.nhs.uk