

# WANSFORD AND KINGS CLIFFE NEWSLETTER

SUMMER 2017



**THE NEXT PATIENT GROUP MEETING WILL BE ON WED 14.6.17 6.30PM— Guest speaker Sarah-Jane Turner Emergency Care Practitioner**

**Some statistics APRIL 2017**

Number of items on prescriptions issued: 5593

Number of appointments booked: 3685

Incoming telephone calls answered: 6211

Number of results received (e.g. blood tests etc.): 1048

## **Prism: The new mental health service in your GP surgery**

Prism (Primary care Service for Mental health) is a new service run by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT).

The service, which runs Monday to Friday, 9am-5pm, provides specialist mental health support for GP surgeries so that patients with mental health conditions can access prompt advice and support, receive help in a community setting and experience a more joined-up approach to care. Prism staff are mental health and allied health professionals, peer workers and recovery coaches, support workers and consultant psychiatrists.

*Continued overleaf*

## **Social Group Coach Trips**

Communicare still have vacancies on various coach trips:



16.8.17 Cotswolds

11.10.17 River Trent Cruise

For more info: 01780 470437

## **Wifi**

Patients can now take advantage of free WiFi. Just search for the NHS network (no password required). We respectfully ask that you turn the sound off on your device so that you do not disturb others in the waiting room.



## **Clothes recycling**

**We now have a charity clothes bank.**

**This is located just inside the patient carpark. We welcome clothes and shoes.**

**Planet Aid UK is the British member of the international Humana People to People movement implementing 600 projects in Africa, Asia and Latin America.**  
**[www.planetaid-uk.org](http://www.planetaid-uk.org)**

**GLASSES DONATION**  
The surgery collects used spectacles. These are donated to charity via The Lions Club. Since 1st March 2017 we have donated 148 pairs!

Nationally all U.K. Lions Clubs send them to Chichester Lions who have a special sorting facility. Once sorted, they send them to Medico France who distribute them to the teams in developing countries.



*PRISM continued*

So, how do you access Prism? The patient sees their GP and a decision is made as to which service would be appropriate for the patient - this could be a referral to the Prism team. Once referred, Prism staff would make contact with the patient / service user and either provide telephone advice and signposting or offer a face-to-face assessment. Patients will meet Prism staff in their local GP surgery, meaning they are in a familiar environment and reducing travel. The Prism service aims to ensure patients get the right treatment in the right place at the right time by the right person based on their need.

A pilot Prism service has been running in Huntingdon and Wisbech since last August and has been extremely well received. Fewer people have required specialist care and the majority were seen by the Prism team in their GP surgery where they received signposting, education, advice or interventions. There was also a notable reduction time for patients waiting to be assessed or seen by a consultant.

The Prism service is being gradually rolled out across Cambridgeshire and Peterborough surgeries from April onwards. Look out for more information on our website at <http://www.cpft.nhs.uk/services/prism-service.htm>. If you have any questions about the service, please e-mail [communications@cpft.nhs.uk](mailto:communications@cpft.nhs.uk).

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**QUEUING SYSTEM**

Some time ago we introduced a new queuing system in our reception area.

We would like to remind patients to wait behind the barrier until called forward by the next available receptionist. Our reception staff are often speaking to other patients on the phone and to respect patient privacy we request that you do not stand at the window where you may be able to hear confidential information.

We appreciate that it is not always easy to see if the receptionist is on the phone as they wear headphones. We thank you for your co-operation.



**DNA's (DID NOT ATTEND)**

**On average 90 patients a month fail to turn up for their booked appointment with the doctor/nurse/HCA. This wastes an estimated £50,000 per year. It also adds to the waiting time for appointments. Keep it or cancel it! We can ALWAYS re-fill appointments no matter how short notice.**



££ FUND RAISING ££

NGNP UK are raising money to purchase syringe drivers in the community. Their aim is to supply more syringe drivers to support those in need of pain relief during end of life care. For more info or to donate visit

<http://ngnpuk.weebly.com>

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