



# Queen Camel Medical Centre

## Newsletter

A U T U M N 2 0 1 7

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## Flu Vaccination Season 2017

The flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy, it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- Anyone aged 65 and over
- Pregnant women
- Children and adults with an underlying health condition (such as long term heart or respiratory disease)
- Children and adults with weakened immune systems

It is recommended that anyone in these risk groups should have the flu vaccination annually.

Pregnant women should request the vaccination from their midwife. All school aged children will be vaccinated at school, apart from those aged 7 and over with a chronic disease, who will be vaccinated in the surgery.

For all patients over the age of 65, pre-school children and children aged 7 and over with a chronic disease, please contact Reception to book in to one of our flu clinics on the following dates:

Friday 6th October 2017	2.00pm—6.00pm
Saturday 7th October	9.00am—11.00am
Friday 20th October	2.00pm—6.00pm
Saturday 21st October	9.00am—11.00am

Further dates will be available, so please check availability with the receptionist.

## Shingles Vaccinations

Shingles isn't like other infectious diseases because you don't catch it from someone else. About one in five people who have had chickenpox will develop shingles. Shingles can be very painful and tends to affect people more commonly as they get older. By having the vaccination you will significantly reduce your chance of developing shingles, If you do go on to have shingles the symptoms are likely to be milder and the illness shorter, than if you had not had the vaccination.

You are eligible for the shingles when you are in your 70's (anyone born after 1st September 1942) up until your 80th birthday. You may be offered the shingles vaccination when you have your flu vaccination. Please ask if you would like the shingles vaccination.

# Registrar Update

Dr Ola Naiyeju joined us as a Registrar in August and he will be with us until February 2018. Dr Ola is in his second year of GP training.

In September we will say goodbye to Dr Penelope Heywood who has been our GP Registrar for the last year. Dr Heywood will be moving back down to Cornwall to work as a GP.

In February 2018 Dr Keith Gomes Pinto will arrive and he will be with us until February 2019.

Dr Gomes Pinto is in his final year of GP training .

## Email Addresses

We would like to be able to contact patients more regularly by email. We would only use your email address for information relating to the Practice and would not give your email address to any third party organisation. If we currently hold an email address for you, the reception team may check it is still current when you call in. Otherwise, if you are happy for us to contact you via email, please email:

***somccg.qcmc@nhs.net.***

stating your name and address.

**Dr Julian Hart** will be retiring from the practice in July 2018 after 30 years practicing in Queen Camel and 35 years working in the NHS. The practice hope to find a replacement for Dr Hart in the coming months.

# Dispensary

The dispensary is open from 0845—1300 and then from 1530—1825, Monday to Friday. It is also open for collection only on a Saturday, from 0830-1030.

We would prefer patients to request repeat medication online. If you haven't already signed up for online access, please speak to a member of the reception team. Alternatively you can order repeat prescriptions by leaving a message on the answerphone on 01935 850379.

To speak to a dispenser, please telephone between 0930 and 1100 on 01935 850379.

Please note we require **2 full working days'** notice to make up repeat prescriptions.

Repeat Prescription Request made on:	Prescription will be ready to collect:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

# Travel Vaccinations

If you require any vaccinations relating to travel, please print out and complete the travel questionnaire on our website., or pick up a form from reception. Drop the completed form in to reception. The Practice Nurse will review your records alongside the information provided on the form and advise you on any vaccinations required and any associated costs.

Please drop off the completed form at least 6 weeks before you travel.

## The Role of the Health

### Coach

Health Coaches are members of the practice team and their role is to support patients, families and carers to manage short and long term conditions regardless of age. A Health Coach can help you to gain confidence, knowledge and skills to empower positive lifestyle changes to benefit your health. Above all, health coaches will listen to your concerns and can direct you to the most appropriate agencies. Health Coaches are unable to make decisions for you or change your medication. To contact the Health Coaches please ring 01935 850225.

### Tea Parties

Once a month a tea party is held at the home of a volunteer host for people over the age of 75 who live on their own. This is an opportunity for them to socialise and enjoy some tea and cake.

Groups of volunteers who are DBS checked will pick up those who want to attend and drive them to the home of the volunteer host.

The service is free and takes place on the 1st Sunday of the month. For more details, or if you would like to attend or be a volunteer driver or host, contact Jackie Giles the Tea Party Co-Ordinator at the surgery on 01935 850225. There is no requirement to help at every tea party.

**2017 GP Survey  
Results.**

**“100% of  
respondents find  
it easy to get  
through to the  
surgery by  
phone”**

## Health Walks and Flexercise

The Health Coaches are running new activities for patients.

Health walks are a way of getting gentle exercise in order to benefit your health and also provide a way of meeting people.

Weekly walks take place on a Thursday at 2pm, in and around Queen Camel and last between 30—45 minutes, from Spring to Autumn. When you attend the walk for the first time you will be asked to complete a questionnaire

about your general health.

There is no need to book, but please check with the surgery if weather conditions are extreme e.g. heavy rain or extremely hot weather.

1st & 5th week—from Queen Camel Surgery.

2nd week—from Galhampton, meeting at the centre of the village by the large Yew tree.

3rd week—from Sparkford Village Hall

4th week—from carpark opposite village hall in Mudford.

**Flexercise** is a gentle chair based exercise class to improve co-ordination and increase flexibility. A social group meeting on a Thursday between 2pm and 3pm on a Thursday in the winter and spring. Each course runs for 6 weeks.

For further information on health walks or flexercise, please contact the surgery on 01935 850225 and ask for the Health Coaches.

## Pre-Diabetic Clinics

We have established a pre-diabetic clinic, where we are offering patients who have had a recent blood sugar result that is slightly higher than normal, an appointment with a Health Coach. These patients are at increased risk of developing Diabetes, which can lead to serious complications. Making changes to your diet and activity levels can help prevent you from developing Diabetes and the Health Coaches can help to point you in the right direction with regard to the changes you'd like to make to lead a healthier lifestyle.

Your GP or Practice Nurse may suggest you book a pre-diabetic appointment directly. Otherwise, we will be contacting eligible patients directly. If you are not pre-diabetic but would like advice on diet and lifestyle, please contact the Practice and ask Emily to give you a call.

[www.queencamelmedicalcentre.co.uk](http://www.queencamelmedicalcentre.co.uk)

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Fax: 01935 851247  
E-mail: [somccg.qcmc@nhs.net](mailto:somccg.qcmc@nhs.net).

## Patient Participation Group

Our Patient Participation Group is an informal group that meets 3-4 times per year with Dr Julian Hart and Linda Bickerton, the Practice Manager in order to communicate news and information from the practice to the patients. The group also contributes to practice decision-making and enables the practice to consult on service development and provision. The group provide feedback on patient's needs, concerns and interests and challenge the practice constructively where necessary.

The next PPG meeting is on Thursday 28th September from 4.00pm—5.30pm. If you would like to join this group, please contact Linda via the Reception team.

# Patient Survey Results

Thank you to our patients that have completed the GP Patient Survey. Our latest results are available at [www.gp-patient.co.uk](http://www.gp-patient.co.uk)

The headline results are:

**100%** of respondents find it easy to get through to the surgery on the telephone.

**99%** of respondents describe their experience of making an appointment as good.

**83%** of respondents usually get to see or speak to their preferred GP.

**98%** of respondents had confidence and trust in the last GP they saw or spoke to.

**99%** of respondents had confidence and trust in the last nurse they saw or spoke to.

**97%** of respondents say the last nurse they saw or spoke to was good at listening to them.

As a practice we consistently achieve higher results than both the local and national averages in our Patient Survey results. We are very proud of these results and want to thank our patients for taking the time to complete the surveys that are sent out.

We'd also like to encourage patients to complete the Friends and Family survey via the ipad in reception or by completing the paper questionnaires, also in the reception area.

## Improved Access

Queen Camel, Bruton, Milborne Port, Millbrook and Wincanton GP Practices are now working collaboratively to offer appointments to their own and each other's patients who cannot easily access primary care services during normal working hours. Four of the practices in turn will offer extra appointments with a health care professional between 6.30pm and 8.00pm Monday – Friday and Queen Camel will offer appointments (for all practices) between 9.00am and 10.30am on a Saturday. Millbrook Surgery will additionally offer appointments from 7.30 – 8.00am on a Tuesday.

In order to book an appointment you need to contact your registered practice who will ask for some information regarding the reason for the appointment. This is to ensure that the appointment offered is appropriate for you. You need to agree to your medical record being shared with the host practice who are providing your appointment. The clinician providing your appointment needs to have full access to your medical record .

If you would like an appointment during one of these sessions, please contact Reception and request an "Improved Access" appointment. These appointments can either be on the telephone or face to face. **You must contact your own practice in order to make the appointment.**