

# Queen Camel Medical Centre

## Newsletter September 2019

### 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.



### 2019 Flu Vaccinations

Flu season is upon us once again. There are two different vaccinations again this year. One for over 65's and one for patients under 65 who are eligible for the flu vaccination. There has been a production delay for the Under 65 vaccination and therefore the first 2 flu clinics will be for patient aged 65 and over only. All children at primary school will be offered the flu vaccination through the school immunisation programme. We will be vaccinating children aged 2 and 3 and those in secondary school with an underlying health condition. Patients aged under 18 will receive the nasal flu vaccination.

You should have the flu vaccine if you:

- Are 65 years or older
- Are pregnant
- Have certain medical conditions \*
- Are living in a long-stay residential care home or other long-stay care facility
- Receive a Carers allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

### Flu Clinic Dates:

- Friday 4th October 2.00pm – 6.00pm Over 65's only
- Saturday 5th October 9.00am – 11.00am. Over 65's only
- Friday 18th October 2.00pm – 6.00pm
- Saturday 19th October 9.00am – 11.00am

\*The injected flu vaccine is offered free of charge on the NHS to anyone with a serious long-term health condition, including:

- Chronic (long-term) respiratory diseases, such as Asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past)
- COPD
- Emphysema or bronchitis.
- Chronic heart disease, such as heart failure
- Chronic kidney disease
- Chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), learning disability or cerebral palsy
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy
- being seriously overweight (BMI of 40 or above)
- If you live with someone with a weakened immune system, you may also be advised to have the flu vaccination.

## Travel Clinic

**We no longer offer a travel clinic at the surgery.**

For further information about travel vaccinations go to:

[www.nhs.uk/conditions/travel-vaccinations](http://www.nhs.uk/conditions/travel-vaccinations)

[www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

You can also contact your pharmacy or local travel clinic.

Yeovil

**Boots - Middle Street (Pharmacy) 01935 426673**

have free travel consultation and only pay for vaccines – Mon to Wed pm only (no yellow fever) telephone or call in the make an appointment.

**Boots Babylon Hill (Pharmacy) 01935 434621** free consultation and pay for vaccines.

Crewkerne

MASTA Travel clinic - Day Lewis Pharmacy 0330 100 4106

[www.masta-travel-health.com/ClinicDetails/477](http://www.masta-travel-health.com/ClinicDetails/477)

Initial phone consultation by Masta (£20) then a follow up appointment for the vaccines at the pharmacy (charges for individual vaccines as needed) – They

ARE also a **Yellow Fever Centre**

.Please note this list is not all inclusive.

## Travel Advice for Registered Patients

Once you have had travel advice from a travel clinic/online website,

The following travel vaccines are available free on the NHS at your GP practice. **Please allow 6 to 8 weeks prior to travel to book an appointment.**

Tetanus and polio (given as a combined diphtheria/tetanus/polio jab)

Typhoid

Hepatitis A

Hepatitis B – only available on the NHS for high risk patients

MMR

**All Travel health advice and other vaccines must be provided by a private travel clinic.**

## New Porch

Thank you to our patients for your patience during the building of the new porch. We hope it will be operational very soon and that the automatic door will make entering and leaving the building much easier.

## Staff Training

In order to carry out staff training and mandatory updates, we close the practice for 4 afternoons per year. The next 4 dates are:

- Monday 21st October 2019
- Thursday 21st January 2020
- Monday 27th April 2020
- Thursday 23rd July 2020

Dispensary will be closed from 12.30pm on these dates. Reception closes at 1.00pm. Both Dispensary and Reception re-open at 5.00pm. You can speak to a GP with an urgent medical need during practice closure times, but if your request is not urgent you may be asked to call back after 5pm.

## GP Patient Survey

Thank you to the patients who completed the recent GP Patient Survey. We were delighted to see that our results were excellent again this year and that our patients think so highly of the service that we offer. The whole Practice team work very extremely hard and we always strive to provide a good service to all our patients. We welcome feedback at any time either by contacting Linda Bickerton, the Practice Manager, or by completing the Friends and Family survey available in reception or on the our website.

For a detailed breakdown of the GP Patient Survey, please visit:

<https://www.gp-patient.co.uk/report?w=1&practicecode=L85044>

## Your Dispensary Needs You

The Queen Camel dispensary remains as busy as ever and thank you for all the positive feedback we receive. Dispensaries provide vital support to Rural General Practice and we are very pleased so many of our patients choose to receive their medication from us. We are constantly striving to improve our service so we will shortly be asking our dispensing patients to complete a questionnaire. Please use this as an opportunity to let us know about any improvements/suggestions as to how we improve our services.

## News from our Dispensary

Queen Camel dispensary welcomed a new member to the team last month; Juliet is an experienced dispenser and has worked in dispensaries and pharmacies in the past and is a valuable addition to the team – a warm welcome from all of us.

## Staff Update

There are a number of new faces around the practice and we have said goodbye to one or two others. Emily who worked as a health coach, HCA and receptionist has left us to go back to her previous occupation as an Occupational Therapist. Laura, our Apprentice HCA has completed her apprenticeship and has left to become a Senior HCA in A&E at YDH. Jackie, who was a Dispenser and Health Coach left to take up a role outside of healthcare. We wish them all every success in their new ventures. We are pleased to welcome four new members of staff. Juliet, who has joined the dispensary team and Trudi who has joined the Health Coach team. Megan has just started as our new Apprentice HCA and Mary is our new HCA. You will see them all around the practice over the coming months. Dr Taylor and Dr Duffy will both be retiring from the practice in January 2020. Dr Taylor has been at Queen Camel for 30 years and Dr Duffy has been here for 23 years. We have some cards in the reception area if you would like to write a message for either Dr Taylor or Dr Duffy's retirement book. We all wish them both a very happy retirement. We are pleased to announce that we have successfully recruited a new GP Partner to replace Dr Taylor. Dr Ed Jones will be joining us in September 2020. We will provide more information about Dr Jones start date nearer the time. Dr Zoe Jarman has joined us as a GP Registrar. Dr Jarman is in the final year of her GP training and she will be with us for the next few months. Dr Delano Joshua has left to move to a practice in Bristol for his final year of GP training, and Dr Keith Gomes Pinto has gone to work with NHS Digital for a year. It is likely he will come back to Queen Camel to complete his GP training in 2020.

## Ordering repeat medication

A reminder to please leave 3 full working days between ordering your repeat medication and collection please. This enables our dispensary team time to process your medication and prepare it in time for collection. Please see table below which summarises when your prescription should be ready:

Repeat Prescription Request Made On:	Prescription Will Be Ready to Collect
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

## Drug shortages

As many of you may be aware there is currently a nationwide shortage of Hormone Replacement Therapy (HRT). We will endeavour to find alternatives when we can but unfortunately we may have to provide a paper prescription to be used in local pharmacies if they have stock. We intermittently do have problems with obtaining medication and we always endeavour to inform our patients when this is the case and/or provide an alternative. For this reason it is very helpful if you could provide an up to date mobile phone number and consent to receiving text messages so we can send you a text if it is difficult to obtain your medication.