



Queen Camel Medical Centre

Newsletter

MARCH 2019

SPECIAL POINTS OF INTEREST:

- **Building Work**
- **Hearing Aid Batteries**
- **Queen Camel Medical Centre Equipment Fund**
- **Carers Group**
- **Improved Access**
- **Travel Vaccinations**
- **Appointments**
- **Dispensary**
- **Health Coaching**
 - QCMC Befriending
 - Contact the Elderly Tea Parties

Building Work

Work will begin towards the end of March to build a porch on the front entrance of the building.

This porch will have an automatic sliding door to make access easier for patients with limited mobility or those with pushchairs.

During construction work, patients will need to enter the building via the door at the end of the nurses corridor, and then go through the waiting room to access the reception and the dispensary.

Construction should be completed by the end of May.

Hearing Aid Batteries

In order to provide replacement hearing aid batteries, the audiology department have instructed us that we must see and sign a patient's NHS Audiology Record Book (Brown Book) when they come in to the practice to collect replacement batteries.

We are only able to provide replacement batteries for patients who have an NHS hearing aid.

Queen Camel Medical Centre Equipment Fund

The Medical Centre runs a fund to purchase special medical equipment for the benefit of patients. This was set up in 2001 when the new Medical Centre opened in response to many requests by patients wishing to make donations.

Since then, a large number of items have been purchased that have added something extra to the NHS services run from Queen Camel. Many patients have donated sums when, for instance, they have left the practice, and also there have been numerous donations in memory of patients after collections at funeral services. A few have also come from specific events, raffles etc.

Some examples of purchases by the Fund are:

- Play equipment: most of the toys in the waiting area and elsewhere for use by children have come from the fund
- A modern computer run ECG machine which not only records but analyses ECG heart recordings
- Portable heart monitors which allow patients to record abnormal rhythms whilst at home or on the move
- The large blood pressure machine in the waiting room, allowing patients to monitor their own blood pressure
- Pain relieving equipment to assist terminally ill patients in their own homes

There are many, many more items that are not routinely funded by the NHS, and add something special to Queen Camel Medical services, most of which are not found in all surgeries.

GP Training

The practice has been involved in GP training for a number of years. We are currently hosting two GP registrars:

- Dr. Keith Gomes Pinto, who is in his final (3rd) year of GP training, and will be with us until September 2019. He will then be leaving to do a Fellowship with NHS Digital for one year, before returning to us for the final 3 months of his GP training.
- Dr Delano Joshua, who joined us in February and will be with us for 6 months. Dr Joshua is in his 2nd year of GP training.

Carers Group

There is an opportunity for carers and the cared for to get together on the 2nd Monday of every month at the Wincanton Memorial Hall from 10:30am—12:00pm

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.

Travel Vaccinations

When you book your next holiday, please consider whether you are likely to need some vaccinations prior to travelling.. If you do, please print out and complete the travel questionnaire on our website, or pick up a form from reception. Once completed, drop the form back into reception. The Practice Nurse will then 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 form at least 6 weeks before you travel, and please call the surgery back 2 weeks after you have submitted your form.

Appointments

We want to ensure that patients have access to the right health professional as quickly as possible. Patients will continue to be able to pre-book a GP appointment with the GP of their choice. If you require a particular GP, you may have to wait a few days for that appointment. If you do not have a preference, you will be able to speak to a GP within a very short timescale. For patients who require an appointment on the same day, the reception team will generally book a telephone call with the GP initially. The GP will call you and discuss your issue with you and will agree the next steps with you. This could be an appointment on the day or on another agreed date with a GP or with our Advanced Nurse Practitioner, or it could be that investigations are organised to be done before you come to see a clinician. Alternatively the GP may be able to deal with your issue on the telephone and therefore save you a journey in to the surgery.

Our aim is to provide the best service possible for our patients and we do welcome feedback from patients. Please contact Linda Bickerton, our Practice Manager if you would like to discuss our appointment system further.

Dispensary

The dispensary is open from 08:45—13:00 and then from 15:30—18:25, Monday to Friday. It is also open for collection only on a Saturday, from 08:30-10:30.

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 09:30 and 11:00 on 01935 850379.

Please note we require **3 full working days'** notice to make up repeat prescriptions.

QCMC Befriending

We have started a befriending group where people volunteer to visit someone in need of a chat. Many older people spend considerable amounts of time home alone, not seeing anyone or speaking to anybody. If you have a couple of hours to spare once a week, or even once a month, and feel you would like to share that time with someone who lives alone, please get in touch with one of the health coaches at the surgery. We would be happy to tell you more about how you can help brighten someone's day by visiting, having a cup of tea and a natter, helping complete and crossword or even playing a game of scrabble, cards or chess.

Health Coaching

Contact the Elderly Tea Parties

QCMC works with Contact the Elderly, a registered charity. Once a month we organise a Sunday tea party for patients who are registered with us, are over 75 and are unable to get out and about. We have a group of volunteer drivers who transport guests to a host's house.

The volunteer Hosts cater for up to 8 guests and their drivers, providing a cup of tea, a sandwich and slice of cake. The parties provide a much needed and enjoyed opportunity to socialise with peers, to chat about "the old times" and to get out of the house.

- If you know anyone who may benefit from coming to a tea party, please contact one of the Health Coaches.
- If you would like to host a Tea Party or become a driver, please contact Jackie Giles at the Medical Centre