



Queen Camel Medical Centre

Newsletter

SEPTEMBER 2018

SPECIAL POINTS OF INTEREST:

- **Staffing Update**
- **Flu Clinics**
- **Appointments**
- **GP Patient Survey**
- **Improved Access**
- **Health Coaching**

Staffing Update

Dr. Julian Hart has now retired from the practice after 30 years of practice at Queen Camel Medical Centre, and 35 years working within the NHS.

All patients registered with Dr. Hart have been transferred to Dr. Edmonds.

Dr Gareth Jones joins the Queen Camel team on 6th September 2018.

Two other members of the practice team have also recently retired. Jo Marsden from the reception team and Maggie Jarvis from the health coaching team. We are delighted to welcome Emma Lowry and Julie Moore who have replaced them.

Flu Vaccination Clinics

We have now finalised the dates for our flu vaccination clinics.

NHS England has advised practices that patients over the age of 65 will receive a different vaccine to patients under the age of 65. This reflects current Public Health England advice that the Adjuvanted Trivalent Influenza Vaccine (aTIV) is the most effective vaccine currently available for patient aged 65 and over. Additionally NHS England has recommended that adults aged 18 to under 65 in clinical at-risk groups are offered the quadrivalent influenza vaccine (QIV) which protects against four strains of flu.

Due to this change across the country, the deliveries of the vaccination to practices is spread over a longer period of time and therefore we will be carrying out our flu clinics between early October and late November 2018.

As in previous years, all patients over 65 are eligible for the flu vaccination and patients under 65 who are "at risk" are also eligible.

If you are unsure of your eligibility, please contact the reception team who can advise.

The dates of our flu clinics are listed below. Please contact the reception team to book in

DATE	TIME
FRIDAY 5th OCTOBER 2018	14:15 –17:45
SATURDAY 6th OCTOBER 2018	09:00—10:15
FRIDAY 2nd NOVEMBER 2018	14:00—15:30
FRIDAY 23rd NOVEMBER 2018	14:00—17:45
SATURDAY 24th NOVEMBER 2018	09:00 –10:00

Appointments

As part of our ongoing review process we are considering how we manage our capacity for appointments. We recruited a trainee Advanced Nurse Practitioner at the beginning of the year and the Health Coaches have been in post for a couple of years supporting the work of the GP's and Practice Nurses. We also now have a Specialist Physiotherapist working with us.

We want to ensure that patients have access to the right health professional as quickly as possible. Therefore patients will continue to be able to pre-book a GP appointment with the GP of their choice. The reception team will ask you for some information about the reason for your request. This will enable them to help you speak to the right person as quickly as possible.

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 another member of the practice team, 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.

GP Patient Survey Results

We were delighted to receive the results of the national GP Patient Survey and would like to thank our patients who have taken the time to complete the surveys that are randomly sent out, and we were thrilled to achieve such positive results. A breakdown of the results can be seen at:

www.gp-patient.co.uk/PatientExperiences?practicecode=L85044

If you would like a print out of the results please contact reception.

Patients are also welcome to complete the "Friends and Family Survey" that is available at the entrance to the waiting room. We review the Friends and Family results each month and discuss any comments with the practice team. We are always reviewing and striving to continue to develop and improve our service and do welcome feedback at any time from our patients.

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 records.

Flexercise

Flexercise is a gentle chair based exercise class to improve coordination and increase flexibility. It is a social group gathering on a Wednesday between 2pm and 3pm.

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

Health Coaching

Tea Parties

Once a month a tea party is held at the home of a volunteer host for older people living at home. 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 Coordinator at the surgery on 01935 850225. There is no requirement to help at every tea party.

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.