

Queen Camel Medical Centre

Newsletter January 2020



Happy New Year!

CQC Inspection

GP Surgeries are regulated by the Care Quality Commission (CQC) and are inspected at least once every 5 years as well as an annual review telephone call from the CQC.

The practice was inspected in 2015 and therefore we had been expecting notification of another full inspection which we received in late October 2019. We were inspected by a team of 3 CQC inspectors on Wednesday 13th November 2019. The inspectors spent a full day in the practice meeting with GP's, the Practice Manager and many members of staff. They reviewed emails from members of the Patient Participation Group, and feedback received from other patients, alongside clinical data.

They reviewed internal policies and procedures and we were required to provide a lot of evidence to show that policies were embedded in the practice. We received our report and rating about 3 weeks after the inspection and we were delighted with the GOOD rating that we received in all five sections. We were also very pleased that the report did not identify any actions for the practice.

The full report can be found on the CQC website <https://www.cqc.org.uk/location/1-551266645> or via the practice website.



GP Working Days

Our doctors are available on the following days.

These will vary sometimes but will normally be as follows:



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Doctor	Days of the Week
Dr Simon Huins	Monday / Tuesday / Thursday
Dr Dan Edmonds	Wednesday / Thursday / Friday
Dr Helen Huins	Wednesday / Thursday
Dr Gareth Jones	Monday / Thursday / Friday
Dr Harriet Quast	Monday / Tuesday / Wednesday AM / Friday
Dr Lesley Duffy	Tuesday AM / Wednesday AM / Friday

Appointments

As the patient numbers in the practice continues to grow, we are constantly reviewing and adapting our teams and processes to enable us to continue to provide good access to a healthcare professional.

We have been successful in ensuring that we have been able to recruit new GP's to replace Drs Taylor and Duffy and we have the additional resource of Chloe, our Advanced Nurse Practitioner. Chloe can help with minor ailments, such as coughs, colds and other acute problems. The receptionist may offer an appointment with Chloe based on the information you share with them.

We have introduced pre-bookable telephone appointments to enable patients to speak to a GP about something that can be dealt with without the need for a face to face appointment. Pre booked face to face appointments continue to be available with your GP of choice. If you do not have a preference for a specific GP, it may be possible to have a pre-booked appointment with very little wait time. For medical issues where you want contact with a GP on the same day, reception staff will book a triage phone call and a GP will call you back that day to assess your request. They may be able to deal with your concern on the phone, or they may book you in to see Chloe, one of the GP Partners, or one of the salaried GP's.

There are a number of queries than can be dealt with by the wider practice team. The Dispensers can help with medication queries and repeat medication requests, and they can liaise with a GP if required.



Reception can help with referral queries, repeat sick notes, insurance reports and other non medical enquiries. It is really helpful if patients can give reception details of their request for an appointment, as the reception team will be able to direct them to the right member of the team and therefore their query could be resolved much quicker.

If you have any queries about the best member of the team to speak to, then please ask one of the receptionists and they will be able to advise.

Staff Update

Most patients will be aware that Dr David Taylor retired on 5th January 2020. Dr Lesley Duffy is also retiring on 31st January 2020. We all wish them both a very long and happy retirement.

We are delighted that Dr Harriet Quast is joining us as our new salaried GP on 13th January. Dr Tamsin Glasgow will also be joining us for 6 months from April 2020, but will be working with us occasionally in the interim.

Dr Ed Jones, our new GP Partner will be joining us in September 2020. Chloe, our trainee Advanced Nurse Practitioner will complete her training very soon, and she will also be able to prescribe medication for patients.



Identifying Carers

A Carer is someone who, without payment, provides support to a relative or friend who could not manage without help. This could be due to age, physical or mental ill health, addiction or disability.

A carer may for example:

- Give practical help such as preparing meals, doing laundry, housework or shopping.
- Give personal care, washing, and dressing, administering medication.
- Keep an eye on a person to keep them safe.
- Reminding and taking a person to medical appointments.
- Just a few examples but this list could go on and on.



People often do not see themselves as carers. To them, caring is simply an extension of their role as husband, wife, child or sibling, although the balance in that relationship may have changed dramatically. In addition, there is evidence that carers endure health, social and financial disadvantage as a result of their caring responsibilities and up to 40% suffer psychological distress or depression.

We would like to help to keep Carers mentally and physically well to enable a carer to take good care of themselves and the person they care for.

At Queen Camel Medical Centre we have a Carers Register and urge carers to add themselves to the register, as when Identified an unpaid carer would be entitled to a yearly flu vaccination. We also have Trudi who is the Carers Champion in the surgery to offer support and advice and to help navigate the Health and Social Care system. A Carers Champion has knowledge of local groups and organisations to help.

If you think this is about you, please add yourself to the carers register via reception.



Patient Online Access

We encourage our patients to use on line access for booking routine appointments with a GP, request repeat prescriptions of any medications that you take regularly and look at your records online. If you have a more urgent problem and need a same day appointment then please phone the surgery.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

If you wish to apply for online access to your medical record you will need to complete an application form at the surgery. You will need two forms of ID, one with a photo, i.e. driving licence, passport and proof of residence, i.e. bill etc. If you wish someone to have proxy access to your records, for example if you have a carer, you will need to fill out a consent form for them to access your records.

The following links may help you:

www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services/

NHS app available to download <https://digital.nhs.uk/services/nhs-app>

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



Staff Training Dates

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

Thursday 30th January 2020

Monday 27th April 2020

Thursday 23rd July 2020

Monday 19th October 2020



Queen Camel Health Walk

Wednesdays at 10.30am for patients only



Join us for walks in and around Queen Camel and the surrounding villages.

Walks will last around 30 to 45 minutes.

For more information contact:

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www.southsomerset.gov.uk/healthwalks

Somerset Health Walks

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