

# Queen Camel Medical Centre Newsletter

May 2024



Queen Camel Medical Centre  
West Camel Road  
Queen Camel  
Yeovil  
BA22 7FD

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Welcome to the May edition of our newsletter.

We would firstly like to thank all of our patients for your patience, whilst our ongoing dispensary works and extension is being carried out.

### Dispensary extension:

As you will have noticed the new dispensary is almost ready for us to move back into. To ensure we have smooth transition **the dispensary will be closed on Thursday 23 May.** You will still be able to collect any medication that is ready from the reception desk, but we will be unable to take any requests for ordering of medications or answer any queries on that day. If you need medication urgently on that day you will be offered the paper prescription to take away or for it to be sent electronically to a chemist of your choice.

### How do I register to use the medication collection machine?

The medication collection machine will be suitable to be used by most of our patients.

When medication is ready for collection and stored in the machine, a text will be sent to the registered mobile number with a unique pin number and this number can be entered into the machine and the medication can be collected.

The patients who unfortunately will not be able to use the facility are those patients on medication that needs to be refrigerated, controlled medications or patients on a large number of items.

There will be a contactless payment facility so for patients who pay for their medication this will be possible.

If you are interested in registering to use the machine then please email the following address and further information will follow in due course.

[Somicb.qcmcdispensary@nhs.net](mailto:Somicb.qcmcdispensary@nhs.net)



Do more with  
the NHS App!



## QUEEN CAMEL MEDICAL CENTRE

Main Telephone Number

**01935 850225**

Dispensary Telephone Number

**01935 850379**

### Doctors sabbaticals:

Dr Dan Edmonds will be taking a 3 month sabbatical from the end of May. He will return in September and on his return Dr's Simon and Helen Huins will be then taking their sabbatical for 3 months.

During this time we will be joined by Dr Adam Wood and Dr Michael Duckworth who will be covering surgeries 2 days per week and Dr Ed Jones will be covering an additional day.

This will not impact on the number of appointments available each week. We have also listened to patient feedback and will extend the times available for appointments in the middle and at the end of each day.

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## Change of Appointment Booking System:


This month we will be moving to a different online appointment booking system.

As you all know our clinicians currently use AskmyGP to triage all appointment requests, ensuring that you are seen by the most appropriate clinician in a timely manner.

From the 14/05/2024 this will change from AskmyGP over to Accurx Triage, this will be very similar to the current system we use with some additional benefits such as linking through the NHS App.


Our preferred way of patients contacting us for appointments would be online through the link on our website or via the NHS App. If you are unable to do this then our reception team will be able to complete the same form on your behalf.

**Recommended**




**Use the NHS App**  
Contact us via the NHS App – it's **quick**, **safe** and sends your request straight to our team.

**Recommended**



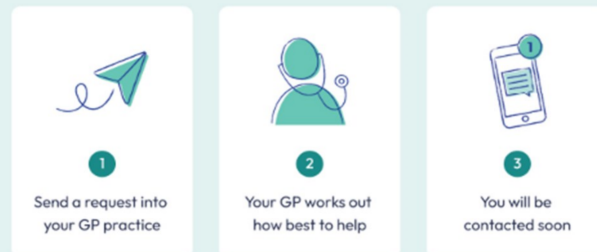
**Visit our website**  
Get in touch via our surgery's website. It's **fast**, **secure** and your request is delivered straight to our team.

**Call or visit the surgery**  
If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way, so **no route is quicker than another**.



## Contact your GP online

Get in touch with your GP online for a quick, easy way to get the help you need.



- ✓ Make requests in your own time
- ✓ Avoid telephone queues
- ✓ Instantly access NHS self-help resources
- ✓ Available on the [NHS App](#)

Visit your GP Practice's website or the NHS App and send a non-urgent query into your practice.

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## New Telephone System:

We will be moving to a cloud based telephone system from the 13/05/2024. You may notice when you call the practice the main message will be different. All calls will be recorded for training and monitoring purposes.

## Health Coach Update:

We have three members in the Health Coach Team: Trudi, Liz and Claire.

Health Coaches can Bridge the gap between clinicians and patients, supporting you in a variety of ways:

- We signpost patients to local groups and services.
- Lifestyle changes-Offering advice and support for Pre-Diabetes, Weight loss and Chronic Pain.
- Our goal is to prevent hospital admission, offering emotional support and promoting independence in the home(mobility aids, private carers).

We are running a couple of groups:

- Live Well with Pain café once a month at Cleaveside Lounge and fortnightly Health walks from West Camel Village Hall.
- Groups planned are Bereavement Support and a Carers group.

To speak to us, either phone main reception and ask to speak to a Health Coach, alternatively if you are seeing a Dr or clinician, they can also refer you.