

Queen Camel Medical Centre

NEWSLETTER

Welcome to the July edition of our Practice Newsletter.

Staffing Update: Shortly we will be saying goodbye to Dr Adam Wood who has been an asset to our team as a GP registrar. We wish him the best of luck in his new job as a fully qualified GP. We would like to welcome Dr Emily Gray—GP Registrar who will be with us for 1 year, and Jasmine Ginger—Trainee Advanced Nurse Practitioner to the team.

What is a ANP? Advanced Nurse Practitioners are educated at Masters Level in clinical practice and have been assessed as competent in practice using their expert clinical knowledge and skills. They have the freedom and authority to act, making autonomous decisions in the assessment, diagnosis and treatment of patients. In General Practice ANPs are supervised by the GPs.



[GET HELP NOW](#)

AskmyGP is the best way of getting in touch with the practice and is our online booking system. Requests are viewed and triaged daily by the Doctors. The service is available for patient requests from 5am until 4pm. We aim to respond within 2 working days and will prioritise requests by clinical need. For urgent problems please contact us on 01935 850225. If you would like a reply from a specific GP and are happy to wait until they are available, please include this in your request.

What is the best way to order medication? The best way to order medication is via Patient Access. This will show you all medication that you currently take and will ensure your medications will be requested accurately. In time this will be the only way to order repeat medication. The request comes directly to the GPs inbox. If you need access setting up please speak to the receptionists we will be happy to help.



GP Patient Survey: We would also like to take the time to say a huge thank you to our patients for completing such positive feedback for the national survey. Please see results below and on the next page. It really is appreciated by our team who work very hard to ensure our patient care is the best it possibly can be and these results really do reflect this. Thank you.

GP PATIENT SURVEY

Results from the 2022 survey

Practice details

Queen Camel Medical Centre

West Camel Road, Queen Camel,
Yeovil BA22 7LT

L85044 Practice code

264

surveys sent out

152

surveys sent back

58%

completion rate

Queen Camel Medical Centre

Overall experience

Good overall experience of this GP practice

	Very Good	Fairly Good
National	72%	35%
ICS	76%	34%

Accessing the practice

Good overall experience of making an appointment

	Very Good	Fairly Good
National	56%	33%
ICS	61%	34%

Easy to get through to this GP practice by phone

	Very Easy	Fairly Easy
National	53%	38%
ICS	61%	44%

Helpfulness of receptionists at this GP practice

	Very Helpful	Fairly Helpful
National	82%	45%
ICS	86%	45%

Satisfied with the general practice appointment times available

	Very Satisfied	Fairly Satisfied
National	55%	35%
ICS	58%	36%

Offered a choice of appointment when last tried to make a general practice appointment

National	59%	Offered a choice
ICS	64%	Offered a choice

Satisfied with the appointment offered

National	72%	Satisfied with the appointment
ICS	77%	Satisfied with the appointment

Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=L85044>