

Queen Camel Medical Centre Newsletter

Queen Camel Medical Centre, West Camel Road, Queen Camel, Yeovil, Somerset, BA22 7LT

In this issue

- Staff update
- What is a ANP?
- Dispensary Answerphone
- Patient Access
- NHS App

Practice Closure Dates

2023

20/04/2023

13:00 - 17:00

10/07/2023

13:00 - 17:00

05/10/2023

13:00 - 17:00

Medical Centre

Opening Hours

Monday 08:30 - 18:30

Tuesday 08:30 - 18:30

Wednesday 08:30 - 18:30

Thursday 08:30 - 18:30

Friday 08:30 - 18:30

Saturday CLOSED

Sunday CLOSED

Dispensary

Opening Hours

Monday 08:45 - 13:00

15:30 - 18:25

Tuesday 08:45 - 13:00

15:30 - 18:25

Wednesday 08:45 - 13:00

15:30 - 18:25

Thursday 08:45 - 13:00

15:30 - 18:25

Friday 08:45 - 13:00

15:30 - 18:25

Saturday 08:30 - 11:00

Sunday CLOSED

Welcome to our February newsletter. Thank you for supporting the practice over another busy festive period. We wish all of our patients a happy and healthy new year.

Staff Update: There has been some staff changes since our last newsletter in July. Emma joined us in August as a Counter Assistant in Dispensary. Nicola has moved to the Reception team and Liz, one of our Dispensers has taken on some additional Health Coach work. Megan our Healthcare Assistant has successfully been enrolled for her Trainee Nurse Associate 2 year foundation degree programme. We will be having Leeanne join us end of February as a GP Assistant. GP Assistants can take undertake some clinical work as well as support admin functions.

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.

AskmyGP: We use a system called *askmyGP* which is an easy and fast way to ask for any kind of help from the practice including appointment booking.

- We respond during working hours Monday to Friday
- You can request a particular doctor or nurse (so long as they're working)
- You can choose to be contacted by the surgery by telephone, secure message or video call
- If we need to see you we will usually give you a face-to-face or video appointment the same day or at a mutually convenient time
- Video consultations are provided by our own doctors through a secure link to your mobile, tablet or laptop for no extra charge

If you prefer to phone, one of our Receptionists will take a few details about your problem or request and then pass these to the GP. However you choose to get in touch, we will respond to you quickly with 48 hours and either sort out your problem on the phone, by secure message, or arrange to see you the same day, or another day if that's more convenient.

February 2023

Dispensary Answerphone

We are working towards turning the dispensary answerphone off, this is for patient safety reasons. We are in the process of supporting all patients in a way which will work for them to order their medications safely and easily before the answerphone gets switched off on 1st April 2023.

There will be online support for patients wanting to use NHS App and Patient Access so if you do need any help and support please contact the reception team. Liz will be running a drop in session on Thursday 9th February 2023 from 1.0pm—2.30pm to help patients set up their NHS App. Further dates will be arranged if there is sufficient demand for the sessions.

Patient Access

Patient Access connects you to local health services when you need them most. Order repeat prescriptions and discover local health

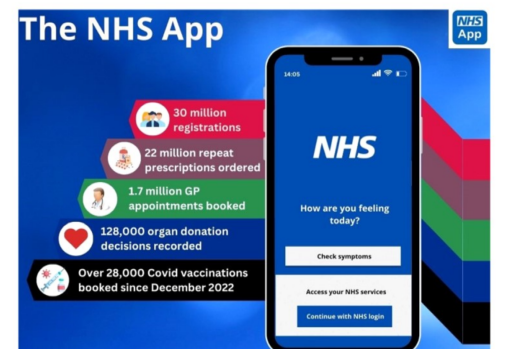


services for you or your family via your mobile or home computer. Sign in with ease using your NHS login provided by your GP surgery.

NHS App

In 2022, the NHS App became one of the most popular free health apps and recorded a further 7 million registrations, bringing the overall total number of sign-ups to over 30 million.

Users are already benefitting from a host of healthcare services including easier access to GP records, ordering repeat prescriptions



and booking/managing GP appointments, all of which are freeing up valuable time for clinicians and helping to alleviate pressure on Primary Care.

Queen Camel Medical Centre Newsletter

Queen Camel Medical Centre, West Camel Road, Queen Camel, Yeovil, Somerset, BA22 7LT

February 2023

Travel Advice

If you are going on holiday and think you may need travel vaccinations, please contact the surgery as early as possible, and definitely a minimum of 6 weeks before you travel.

Please complete the travel questionnaire on our website under services, travel advice.

[Travel Advice – Queen Camel Medical Centre](#)

We will then contact you to advise if you need any travel vaccinations and make an appointment for the free NHS vaccinations to have here at the surgery, due to the nature of your travel, non-NHS vaccines may also be advisable and if you require any of these the Practice Nurse will signpost you to a private travel clinic.

We do not undertake private travel vaccines at the surgery.

Dispensary Extension

The surgery has applied for planning permission for erection of a single storey ground floor pitched roof extension to the surgery to enlarge the Dispensary.



This will allow our dispensary team to expand and to continue to provide an excellent service for our patients as the practice develops.

Acute Hospital-Based Stroke Services

Stroke is a sudden and life-changing event, and is a leading cause of death and disability in the UK. Over recent years, there have been significant advances in proven, highly effective methods of stroke treatment and care.

NHS Somerset is running a public consultation to gather feedback about the future of acute hospital based stroke services in Somerset, from people living in Somerset and people who use Somerset hospitals.

Acute hospital based stroke services is the specialist hospital care people receive in the first few days and weeks when they first have a stroke.

There is a public consultation regarding this at Wincanton library on the 20th February from 10am until 12pm

The consultation runs from **Monday 30 January 2023** for 12 weeks until midnight on **Monday 24 April 2023**. We want to hear your views on the future of hyper acute and acute stroke services in the county.

If you would like to submit your views visit <https://online.ors.org.uk/questionnaire/1523F2A>

Email: somccg.fitformyfuture@nhs.net

Telephone: 01935 384119

Let's talk about cervical cancer

You might know about smear tests. They can stop cervical cancer from ever developing.

You're invited regularly from 25 to 64

You might find going for smear tests hard (especially at the moment).
So make sure you know the symptoms:

- Vaginal bleeding that is unusual for you
- Changes to vaginal discharge
- Pain or discomfort during sex
- Pain in your lower back or pelvis



The earlier cervical cancer is found, the easier it is to treat.



So whether you're up to date with your smear test, are waiting for a test, or have never been, if you have any of these symptoms then call your GP as soon as possible.

Your GP has measures in place to keep you **safe from coronavirus.**



For further information and support
Call our helpline: **0808 802 8000**
Find us online: **jostrust.org.uk**

Jo's cervical cancer trust 