

## CLINICS

<b>Antenatal Clinics</b>	<i>Every Wednesday with the Midwife</i>
<b>Asthma/Diabetes</b>	<i>With the Practice Nurse &amp; Doctor</i>
<b>Baby Clinic</b>	<i>Appointment only, 3<sup>rd</sup> Thursday 14:00 to 16:00 solely for developmental reviews</i>
<b>Children's Immunisation</b>	<i>Alternate Thursdays at 11:00</i>
<b>Counselling Service</b>	<i>By referral from the Doctor</i>
<b>Dietician</b>	<i>Monthly via referral by Doctor/Nurse</i>
<b>Family Planning &amp; Well Woman</b>	<i>Appointment with Doctor</i>
<b>Minor Surgery</b>	<i>By arrangement with the Doctor</i>
<b>Musculoskeletal Practitioner</b>	<i>Appointments available on Wednesdays with Thomas Bevan &amp; Lisa Ferguson</i>
<b>Parent Craft &amp; Postnatal Support</b>	<i>Courses arranged according to demand – see Midwife</i>
<b>Physiotherapy</b>	<i>By referral from the Doctor</i>

## ATTENDANCE

Please make every effort to attend your appointment on time. If for any reason you cannot attend, please give as much prior notice as possible.

In line with the rest of the NHS, aggressive or violent behaviour towards our staff or any member of the public within our Practice premises **will not be tolerated under any circumstances.**

We are here to help you. Thank you for treating us with respect.



## QUEEN CAMEL MEDICAL CENTRE

WEST CAMEL ROAD  
QUEEN CAMEL  
YEOVIL  
SOMERSET  
BA22 7LT

### TELEPHONE NUMBERS

**RECEPTION: 01935 850225**

**DISPENSARY: 01935 850379**

**DISTRICT NURSES 0300 124 5600**

**HEALTH VISITOR 0300 323 0119**

**MIDWIFE 01935 384449**

**TEENAGERS TEXT 07801 090746**

**OUT OF HOURS GP 111**

**[www.queencamelmedicalcentre.co.uk](http://www.queencamelmedicalcentre.co.uk)**

All of the information in this leaflet and more is available on our website.

## APPOINTMENTS

**01935 850225**

We use an appointment system called **accurx** This service is available for new requests from 5.00am until 2.00pm Monday to Friday. Please follow the link on our website. We aim to respond within 2 working days and will prioritise requests by clinical need. For urgent requests after 2.00pm please call the surgery on 01935 850225.

For dressings, injections etc. please make an appointment with the nurse.

### OUT OF HOURS – 111

**18:30 – 08:00**

If you need to contact a GP with an urgent medical condition out of the practice's normal hours, please dial 111 to speak to the NHS 111 service. If you have an emergency and life-threatening condition, please dial 999 to contact the emergency service.

### TEENAGERS APPOINTMENTS BY TEXT

If you are aged 14 to 19 you can request an appointment by texting your name and request to **07716 231013**.

## OPENING HOURS

Monday – Friday	08.30 – 18.30
Saturday	08.30 – 11.00

If urgent medical assistance is needed between 08:00 and 08:30 please call **07519 364088**

## Home Visits

**01935 850225**

Please ring before 12.30pm to request a visit. Please note that home visits are for house bound patients only and at the doctors' discretion. The GP may wish to speak to you before deciding on whether a visit is necessary.

## REGISTRARS & MEDICAL STUDENTS

We will often have a trainee GP in post. These are qualified doctors who are completing their general practice training in Queen Camel. They are normally in post for 1 year and will see patients in the same way as the partners. Occasionally Medical Students will be present with the doctor and patients will be informed by a note on the book-in screen. They are normally with us for 2 weeks and will only see patients under supervision.

## CHAPERONE

If you require a chaperone, please ask at reception

## COMPLAINTS

We operate an in-house complaints procedure. Please ask for our leaflet explaining how to complain or look on our website. Of course, we would also like to hear from you when you are satisfied with a service you have received from us.

## ACCESS TO MEDICAL RECORDS

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information.

Your health records contain a type of data called confidential patient information. This data can be used to help with research and planning. You can choose to stop your confidential patient information being used for research and planning. You can also make a choice for someone else like your children under the age of 13. Your choice will only apply to the health and care system in England. This does not apply to health or care services accessed in Scotland, Wales or Northern Ireland.

Find out how this data is used and how to opt out on the following link:  
<https://www.nhs.uk/your-nhs-data-matters/>

## MEDICINES

**01935 850379**

The dispensary is open from **8.45 am to 1.00 pm** and then from **3.30 pm to 6.25 pm**.

Please note that as of the 1<sup>st</sup> April 2023 we are longer accepting answer phone messages as a method of requesting medication. This is for safety reasons.

To speak to a dispenser please phone between **9.30 and 11am**. We require 1 weeks' notice to make up repeat prescriptions. Only certain patients are eligible to receive dispensing services and unfortunately, we cannot offer dispensary services to a patient who lives within one mile of a local pharmacy (as the crow flies). This is an NHS regulation.

## REPEAT PRESCRIPTIONS

If you wish to order your repeat prescriptions, you can do this through the website [www.queencamelmedicalcentre.co.uk](http://www.queencamelmedicalcentre.co.uk). Please contact the receptionist and request a password.

## TELEPHONE ADVICE

**01935 850225**

The receptionists can help with general information. The Health Visitor can advise about baby and family matters. For advice from the doctors please use accurx through our website.

## FACILITIES

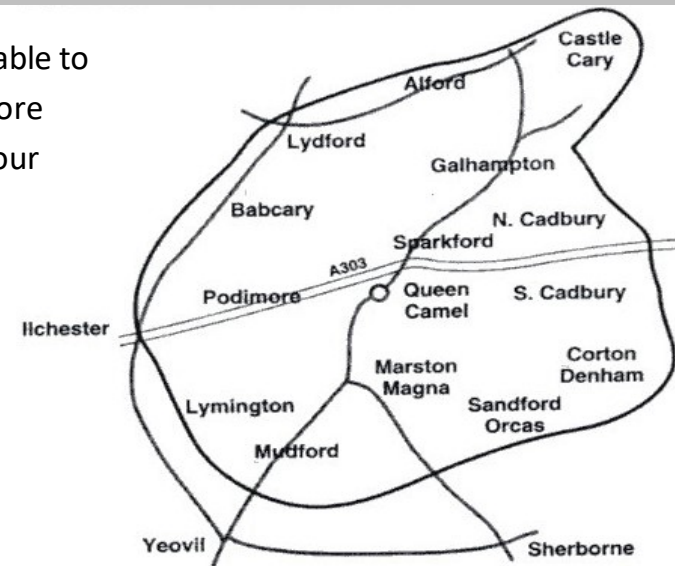
- The premises are suitable for wheelchairs.
- A hearing loop operates in the waiting room.
- Baby changing facilities are available.
- Breastfeeding Friendly – please ask at reception for an available room.

## HOW TO REGISTER

Please contact the surgery on **01935 850225**, visit our website, or call in so we can let you have all the relevant registration forms. We can only accept patients within our allocated area so please check with the surgery for further information about whether you live within this area. Please make sure you include both the Registration Form and the Health Questionnaire, failing to provide both documents could delay the registration process.

## PRACTICE AREA

Also available to view in more detail on our website.



## CHANGE OF ADDRESS

Please notify us immediately of any change of name or address. It may be that you now live out of area and will need to change doctors.

## ACCOUNTABLE GP

New patients are placed on the list of the doctor in whose area they live, this will be your accountable GP, if you are in doubt who this is please contact the surgery. Patients may though see any doctor of their choice when visiting the surgery.

## DOCTORS

**Dr Simon Huins** - Partner

MBBS London 1989 DCH DRCOG FRCGP DFFP

**Dr Daniel Edmonds** - Partner

MBBS London MRCGP BSc MSc MSc (Sports & Exercise Medicine)

**Dr Helen Huins** - Partner

MBBS London 1989 MRCGP DCH DRCOG

**Dr Gareth Jones** - Partner

MB.Ch.B.(E). MRCGP B.Sc.

**Dr Ed Jones** - Partner

MB Ch B MRCGP B.Sc (Hons)

**Dr Emma Sellar**

MB ChB 2003 University of Edinburgh

**Dr Tamsin Trevorrow**

BM BS 2015 University of Southampton

## ADVANCED NURSE PRACTITIONER

**Sister Chloe Edmonds**

Biological Sciences BSc Hons, Adult Nurse MSc, Advanced Clinical Practice (ACP/ANP) PGDip.

**Sister Jasmine Ginger**

## PRACTICE NURSES

**Sister Karen Goodwin**

**Sister Christina Fulcher**

Surgeries for vaccinations, health checks, smear tests, dietary advice, dressing etc.

## PRACTICE STAFF

We work as a team to provide good, comprehensive modern healthcare.

**Practice Manager**

Mrs Sarah Jones

**Reception Manager**

Miss Jay Nation

**Administrator**

Mrs Fiona Waring

**Administrator /Assistant to PM**

Mrs Ellen Gould

## Reception/ Administrator

Mrs Rosemarie Hunt

Mrs Donna Osmond

Mrs Georgina Hewlett

Miss Katie Evans

Mrs Nicola Foote

Miss Emily Wells

## Lead Dispenser

Mrs Emma Lowry

## Dispensary

Mrs Sarah Suffield

Mrs Carolyn Williams

Mrs Andrea Thomas

Mrs Tracy Ufnowski

Mrs Karmen Farrance

Mrs Emma Clarke

Mrs Trixie Hiscock

Miss Claire Hales

## Health Care Assistants/Phlebotomists

Miss Megan Passmore

Mrs Sylvia Bond

## Health Coaches

Mrs Trudi Gibbons (Carers Champion)

Mrs Liz Webber (Live Well with Pain Champion)

Ms Claire Lockett

Advice/support for patients regarding lifestyle/wellbeing.

## Midwife – 01935 384449

Carmel Moore

*Antenatal Clinics, Parent Craft Classes*

## Health Visitor – 0300 323 0119

Lisa Whitfield

*Family and Children's Healthcare*

## District Nurses – 0300 124 5600

Out of Hours - 0300 124 5609

*The Community Nurse Team care for patients at home especially the elderly and seriously ill. They are supported in this by other local nurses. Patients are referred to the District Nurses by the GP.*