

Queen Camel Medical Centre Newsletter

October 2024



Queen Camel Medical Centre
West Camel Road
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Welcome to the October edition of our newsletter.

Message to All our Patients

On behalf of the Partners at Queen Camel Medical Centre I would like to thank all the Staff and especially the Dispensary team for all their hard work and extra hours they have put in this year whilst we have been building the new Dispensary. As many of our patients know the reason for building the extension is to cope with the increase in the amounts of medication as our practice population has increased. The increased space has allowed us to introduce new technology to speed up the dispensing process including electronic prescriptions, a dispensing robot and a collection machine. Our Staff have gone above and beyond to keep the Dispensary running during the work and this has included working additional hours in the evenings and at weekends so many thanks to them all. We would also like to thank Paul who has been delivering medication for us for the last 4 years and has decided to retire at the end of this month. Paul has become a valued member of the team and we wish him well with his retirement.

**Do more with
the NHS App!**



We are pleased to let you know that the waiting times for repeat medication are now much shorter and we expect these to be maintained with the new systems in place. We would ask you to wait 3 working days after ordering your medication before collecting your medication either from the reception in the Dispensary or from the collection machine

Please order your medication online if possible and if you need any help using the NHS App please feel free to contact Reception who will be able to help set you up.

We pride ourselves on the quality of service we provide to our patients and we hope that the new investment in the Dispensary will benefit our patients and our Staff and we thank you all for your patience while we worked hard to get everything up and running.

Dr Daniel Edmonds

QUEEN CAMEL MEDICAL CENTRE

Main Telephone Number

01935 850225

Dispensary Telephone Number

01935 850225—Option 2

Between 09:30—11:00



This year the two Dr Joneses and Dr Edmonds are growing moustaches in aid of Movember. This is an annual fundraising campaign focused on highlighting men's health including prostate and testicular cancer. The recent news about Sir Chris Hoy's diagnosis has highlighted the importance of being aware of these cancers and if you have any concerns please contact the Surgery and one of the Doctors will happily talk these through with you.

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How do I order my medication?

There are 3 main ways you can order your medication.

1. Online via NHS App / Patient Access
2. Over the dispensary telephone line 01935 850225 option 2 between the hours of 09:30—11:00
3. Order via printed prescription list.



Have you signed up to our collection machine?

For more information please ask at reception

Order repeat prescriptions on the NHS App



-  easily choose where your prescriptions are sent
-  order at a time that suits you
-  need help? Access support in the app or visit nhs.uk/helpmeapp



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CAR PARK

We are aware of flooding issues with our car park and we are looking into resolving these urgently. Apologies for any inconvenience caused.

Health Coach Update:

There have been changes to our Health Coach team, Liz is the sole Health Coach with Trudi now taking on the General Practice Assistant role, along with Rosemarie and Nicola.

General Practice Assistants (GPAs) form part of a multi-disciplinary team within primary care, and provide a support role, carrying out administrative tasks, combined in some areas with basic clinical duties, helping to free up GPs time and contribute to the smooth running of appointments, improving patients experience in the surgery.

The Health Coach continues to help patients gain the knowledge, skills and confidence to improve their health and wellbeing.

In particular, the Live Well with Pain café has been very successful, we are now running a Live Well with Pain Ten Footsteps group. This offers a more in depth look at how sufferers of chronic pain can manage their symptoms; the programme addresses understanding pain & the brain, acceptance, pacing, goal setting, relaxation & mindfulness, sleep, communication, getting moving, managing moods, medication and nutrition, and managing setbacks.

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.