

## QUEEN CAMEL MEDICAL CENTRE

West Camel Road

Queen Camel

Yeovil, Somerset

BA22 7LT

**Telephone:** 01935 850225

**Email:** [somicb.qcmc@nhs.net](mailto:somicb.qcmc@nhs.net)

Dear Patient,

Welcome to Queen Camel Medical Centre, thank you for registering with our practice. We endeavour to give the best possible service to our patients and this introductory letter sets out how you are best able to access our services.

**GP Appointments** - Accurx for GP appointments we ask our patients to contact us online via Accurx. The link to Accurx can be found on our website. Requests will go directly through to our clinical team to be triaged, and an appointment arranged for you if necessary. Our team aim to respond to patients requests within 48hours. If you would like support accessing Accurx or how to use it, please speak to our friendly reception team who will be happy to talk you through the process.

**Nurse and Blood Test appointments** - If you require a Nurse or blood test appointments with one of our Health Care Assistants, please call the surgery on 01935 850225 and our reception staff will arrange this for you. If you have a chronic condition, you will be routinely invited in for your annual review on your birthday month, this will be different depending on what conditions you have – not every annual review will be the same. These are done to ensure your condition is well managed including your medication and to ensure you are getting the best possible care; it is important you attend the practice when you are invited in for your review. The invitation for these appointments is usually sent via text message.

**Ordering medication** – NHS App or Patient Access The best way of ordering your medication would be online via the NHS App or Patient Access. We request that you order with at least a week's supply left to ensure the team have enough time to process this before you run out. These applications will pull your information from the practice with everything you need including all the names and strengths of your current medications making it easy and safe for reordering. Again, the reception team at the practice have fantastic knowledge of these platforms and would be happy to assist you in setting up and using please just ask.



**Dr D Edmonds, Dr G Jones, Dr E Jones & Dr A Wood**

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

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**Dispensary** - If you live more than a mile away from a Community Pharmacy you are able to receive your medication from our Dispensary. Acute prescriptions will be prepared on the same day as requested by the clinician (subject to stock) and repeat prescriptions will be prepared on a monthly basis as per the local prescribing advice. If you provide a mobile number on registration and opt in to receiving messages you will receive a text message when the medication is ready to collect. If you would like to sign up to receive your medication through the collection robot outside please speak with one of the team.

**New Patient Consultation** - When you register at Queen Camel Medical Centre we may invite you to attend a new patient consultation depending on your medical needs and/or the medication you were prescribed at your previous practice. Our GPs follow clinical guidance to reduce the prescribing of addictive medications so if you are currently prescribed addictive medications our GPs will contact you and seek to work in partnership with you to actively reduce/stop this medication.

**Patient and Surgery Expectations** - Our patient charter is available to view in the waiting room. As you are probably aware, Queen Camel Medical Centre has an excellent reputation for delivering a high-quality service to our patients. Inevitably concerns/complaints do arise, and we would encourage you to contact to us so we can look at resolving these in a timely fashion. At Queen Camel Medical Centre the majority of our patients act in a responsible and polite manner however we do have a zero-tolerance policy to violent or abusive behaviour towards our team.

If you have any questions regarding any of the information above, please feel free to contact the Surgery.

Yours sincerely,

Queen Camel Medical Centre



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