



NEWSLETTER

AUTUMN/WINTER 2013

October 2013

DR GRAHAM FRANCIS

Dr Francis has worked as Senior Partner in a full-time capacity with Queens Avenue Surgery for 27 years. He has decided to reduce his commitment to the practice from 1 January 2014. He will work Wednesday to Friday each week and **Dr Alison Thwaites** will be joining us to cover Monday to Wednesday. They will share the same patient list and therefore patients currently registered with Dr Francis will be able to request an appointment with either doctor.

FLU CLINICS

If you are aged 65 or over or suffer from a chronic condition such as asthma, diabetes or coronary heart disease you are strongly advised to have a flu vaccination. Please see a receptionist to book an appointment in one of our clinics in October.

CHILDHOOD FLU VACCINATIONS

Children aged 2 and 3 years are being invited to have a flu vaccine. This is the first stage of a childhood flu vaccination programme to be introduced over the next 2 years. The vaccine will be administered by nasal spray. We will be writing to parents/guardians to invite eligible children to a dedicated clinic on Saturday 19 October.

SHINGLES VACCINATION

If you are aged 70 or 79 on the 1 September 2013 you are eligible to receive a shingles vaccination. We have written to invite our eligible patients to attend for this vaccination at the same time as the flu vaccine. Other age groups will be introduced in the future to ensure all people aged 70-79 are offered the vaccine. We are not permitted to vaccinate patients outside of the current cohort due to limited supply of the vaccine.

TICK HOOKS

These are very inexpensive and excellent for removing ticks. They can be purchased from your local chemist or vet.

SAVE TIME GO ONLINE

Bring photo ID to reception and ask to sign up to our online ordering service.

- Order repeat medications
- Book and cancel appointments with your GP.
- Update your contact details.

This will help to avoid unnecessary visits to the surgery and time wasted trying to get through on the phone.

REPEAT PRESCRIBING REQUESTS OUT OF HOURS

A recent audit of the use of the Out of Hours/Emergency Services in West Dorset has revealed a considerable number of patients using this service simply to request repeat medications. Although patients of our practice were not particularly implicated, we would remind all our patients that this is an inappropriate use of the Out of Hours/Emergency Services and potentially impedes access for more serious situations. Please ensure that you order regular medications in plenty of time, particularly anticipating long weekends that contain bank holidays. Thank you for your co-operation.

We are keen for our patients to use online ordering which enables you to request your repeat medication at any time of the day (see **SAVE TIME GO ONLINE** on Page 1).

TELEPHONE ANSWERING

We are a very busy surgery with over 7300 patients.

We endeavour to answer the telephone as quickly as possible but this is sometimes difficult when we have a queue of patients at the desk.

There may be occasions when you are asked to wait at the front desk while we answer the phone. We very much appreciate your understanding and will try not to keep you waiting too long.

A big thank you from our busy team of receptionists.

STAFF NEWS

GP Registrar

Dr Alex Glover will be with us until August 2014 as our GP Registrar. He is a qualified doctor undergoing further training to become a General Practitioner.

Practice Nurse

Amanda Magee has recently joined us on a temporary basis for one session per week to provide additional nurse cover.

NEW PATIENT TRANSPORT SERVICES

Patient Transport Services are provided for patients who are being transported to a NHS funded service for NHS treatment and who are deemed medically eligible.

From 1st October, you will be able to book transport by calling the Dorset Patient Transport Bureau on **0300 777 555** Mon-Fri 8-6pm.

You will be asked for your GP name, surgery and NHS number and various questions to ascertain your eligibility.

CARE.DATA

A new information system is being developed which will extract anonymised patient data from your records with the intention of improving health services. The data extraction will commence from this practice in November/December of this year. More information about this can be found at www.nhs.uk/caredata or from the leaflet at reception 'How information about you helps us to provide better care'. If you are happy for your information to be used in this way, you do not have to do anything. If you wish to prevent this from happening please let us know.