

SPRING/SUMMER NEWSLETTER 2011

QUEENS AVENUE SURGERY

Grand Opening of New Reception Desk

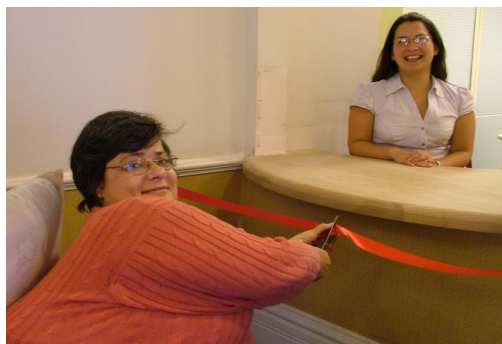
March 2011

In September last year, our new reception desk was officially opened by Susan Chinniah who ceremonially cut the ribbon for us.

The new desk was installed at a lower level to improve access for wheelchair users. In addition, a new screen was created to the side of the desk to help maintain this as an area where patients can speak confidentially.

The desk is not routinely manned but we have provided a bell on the desk to call a receptionist when required.

Thanks to Ollie Hurlstone for providing the desk.



Susan officially opening the new desk

Did you know?

- Dr Des Ling ran the Berlin marathon in 3 hours 53 minutes on 26 September 2010.
- We have a website at queensavenue.co.uk
- Prescriptions can be ordered on-line via our website (see article below)
- Our receptionists have 84 years combined service with the practice.



Public Holidays

This year includes an additional bank holiday for the Royal Wedding which will create two consecutive 4 day weekends due to Easter and the May Day bank holiday.

The surgery will be closed as follows:

Friday 22 April	-	Good Friday
Mon 25 April	-	Easter Monday
Fri 29 April	-	Royal Wedding
Mon 2 May	-	May Day bank holiday

The surgery will be very busy during this period. We would advise patients to plan well ahead and order your repeat prescriptions in good time. Please try and avoid phoning us for prescription requests directly after a bank holiday weekend unless it is urgent.

If you require medical care when the surgery is closed, the Weymouth walk-in centre at the Community Hospital in Melcombe Avenue is open 8.00am—8.00pm daily (Tel 01305 980000). Please only attend the A&E Department at Dorset County Hospital if you require urgent medical treatment.

On-line Prescription Ordering



Prescriptions can be ordered on-line via our website at queensavenue.co.uk

To access this service please obtain a registration form from reception. For security reasons these details can only be given to you in person

and you will be required to provide a form of photo identity (passport or photo driving licence).

Once registered, the on-line ordering is easy to use and offers a secure and efficient service. It also helps to avoid additional trips to the

surgery or trying to get through on the phone.

For these reasons we are keen that as many patients as possible use this service.

New and Improved Treatment Rooms

In October last year, we commenced a period of work to improve the standard of our nurse treatment room areas. We hope that disruption was kept to a minimum but thank you for your patience during this time.

The work was designed to not only improve the look and feel of the rooms but to ensure that we were complying with the current standards and requirements for cleanliness and

infection control. It was also very important to provide a more modern, organised and pleasant working environment for our Practice Nurses.

The work is now complete and we are extremely pleased with the finished result.

Thanks to Daryl Lancaster of DDL Services.



Collecting Prescriptions

When collecting a prescription from the surgery, you will be asked for at least 2 points of reference.

This is standard practice to ensure that we are handing out the prescription for the correct patient as we have a number of patients with the same name.

It would help us if you could also check the prescription before you leave the surgery.

Staff News

We welcome back Dr Elizabeth Mew who has recently returned from a period of maternity leave.

Dr Charlotte Higgins is our current GP Registrar until August this year and she will be succeeded by Dr Malika Hilhorst who will be with us until August 2012.

Congratulations to Anna, one of our District Nurses, who has passed her Nurse Prescribing qualification with an impressive 92%.

Raising awareness of dying, death and bereavement

Without communication and understanding, death and terminal illness can be a lonely and stressful experience, both for the person who is dying and for their friends and family. Dying people and their families can experience a tremendous sense of isolation and can feel shut out of social circles and distanced from their communities.

A lack of conversation is perhaps the most important

reason why peoples' wishes go ignored or unfulfilled; if we do not know how to communicate what we want, and those around us do not know how to listen, it is almost impossible to express a clear choice.

It has been said that what we fear most about dying is the associated loss of control. As a surgery we are committed to help empower patients to express their wishes, so that their sense of control can be restored.

