

SPRING/SUMMER NEWSLETTER 2013

QUEENS AVENUE SURGERY

www.queensavenue.co.uk

March 2013

CHOOSE THE RIGHT NHS SERVICE

Many common illness and injuries (minor cuts, grazes, colds, hangover) can be treated at home. Your pharmacist can advise on treatments and it is a good idea to keep paracetamol, ibuprofen, cold and flu remedies and a first aid kit at home.

Larger cuts, sprains, strains etc can be treated at a Minor Injuries Unit. 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.

CALL 111



when it's less
urgent than 999

NHS 111 is a new service that is being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to **A&E** or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way.

Staff News

We have recently increased our reception team from 7 to 8 and we are delighted to welcome 3 new members. Carley Turner was previously our Housekeeper but has now joined the reception team. Karen Whitefield and Joanne Arnott have also recently joined us and both of them previously worked at Dorset Police headquarters. We are grateful for your patience and understanding during their training period.

Jenny Crane worked in Elderly Medicine at Leeds General Infirmary before moving out into the community to work with the District Nurse team. Jenny moved to Dorset in 2012 and joined the District Nursing team at Queens Avenue Surgery in November 2012.

Our next GP Registrar, Dr Alexander Glover starts in August 2013.

Dr Francis

Dr Graham Francis is having a knee operation on 10th April and will not be in surgery for the following 4 weeks.

During that time his patients will be seen by a locum GP who will have full access to your records.

PATIENT SUGGESTIONS

A box for your suggestions is located on the wall next to the confidential reception desk.

If you would like to propose any improvements to the service we provide please ask at reception for a suggestions slip which can they be posted in the box.

This can be done anonymously or you can give your details to allow us to respond to your suggestion.

HEARING AID BATTERIES

We hold a supply of hearing aid batteries which are free of charge to patients who have NHS supplied hearing aids. If you require replacement batteries, please ask at reception.

DR LING - GP TRAINING

Dr Des Ling is our GP Trainer and is responsible for the training of GP Registrars in the practice.

The Wessex Deanery provide postgraduate medical and dental education and training for the Southern region. Dr Ling was recently invited to provide cover for the Programme Director at the Deanery on Wednesday mornings for a 6 month period up to July 2013.

Dr Ling will be in surgery for some Wednesday mornings but at times his surgery will be covered by Dr Charlotte Higgins who was previously our GP Registrar.

INFECTION CONTROL

We aim to provide high standards of cleanliness in the practice and closely monitor our infection control standards. We have recently employed a contract cleaning company to ensure we meet certain criteria.

We welcome your feedback or comments on the standard of cleanliness. You can let us know about your observations by:

- Completing a suggestions slip—please ask at reception.
- Sending an email to: reception@gp-j81016.nhs.uk

DORCHESTER BEFRIENDING SCHEME

If you do not have family or friends who can help or are unable to leave your home, the Dorchester Befriending Scheme can help with:

Shopping, befriending, reading assistance, accompanied walks, medicines delivery, sitting, social interaction and family support.

They are not able to help with personal care or domestic chores.

To find out if you are eligible for help please contact:

The Volunteer Coordinator on 07795 645162



ON-LINE PRESCRIPTION ORDERING

Prescriptions can be ordered on-line via our website at www.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.

