

# QUEENS AVENUE SURGERY NEWSLETTER

Spring/Summer 2014

## GP CHANGES



### NEW PARTNER

#### Dr Alex Glover

We are delighted to announce that as of 11th August 2014 **Dr Alex Glover** will be joining the practice as a permanent partner.

As you may already know Alex has worked with the practice as a Registrar for the last year. Now that Dr Francis is only working half time Dr Glover will take over the other half of his hours. As a general rule Dr Glover will be seeing patients Monday to Wednesday and Dr Francis Wednesday to Friday. Thus the ongoing care of Dr Francis' patients will then be shared by Dr Glover and Dr Francis equally providing full time cover for his current list.

Dr Glover has impressed us greatly during his registrar year and we have every confidence that he will enhance the services that we provide. We look forward to him joining our team and to working with him.

**Dr Alison Thwaites**, who has provided half time cover for Dr Francis' patients since 1st January 2014 will be leaving at the end of June as she is moving from the area. Her husband, who is a medic in the Royal Navy, is to be relocated. We thank her for her hard and conscientious work and wish her and her husband well for the future.

**Dr Madeleine Phillips**, who has been away on adoption leave will be rejoining us on 1st July 2014.

## NEW STAFF

**Sue Hinchley** joined our Practice Nurse team initially as relief staff but we are delighted that she has now become a permanent member of the team. She is a very experienced nurse with a number of years working as a District Nurse and in more recent years as a Practice Nurse.

**Jo Ennals** has recently joined our District Nurse team previously working as a Community Staff Nurse in Sherborne and latterly teaching clinical courses to healthcare professionals. She complements an excellent team.

## ON-LINE SERVICES

Prescriptions, Appointments and changes to your details

We are one of the few surgeries who continue to provide a telephone ordering service for prescriptions. This is a service we would like to continue but adversely it makes our telephone lines busier and therefore more difficult for patients to get through to us at certain times.

One way to limit this is for as many of our patients as possible to use our online services for ordering repeat prescriptions, booking appointments and making changes to your details (eg change of address and telephone number).

To register for this service we require you to come to the surgery with photo ID (passport or driving license photocard). Please ask a receptionist for details.



## NEW COMPUTER SYSTEM

On 12th June we will be transferring to a new improved clinical system. There may be some disruption at this time while we get to grips with using a new computer system and cope with the inevitable teething problems.

We will allow more time for consultations but would be very grateful for your patience if things do not go quite to plan!

Thank you for your co-operation .

## MEN C BOOSTER FOR UNIVERSITY STUDENTS

If you are planning to attend university this autumn, you may require a booster dose of MenC.

Eligible patients are those:

- Attending university/further education for the first time.
- Aged from 17 to 25 inclusive at any time during the period between 1 April 2014 and 31 March 2015.
- Who have not previously had any MenC vaccination since age ten.
- Who are vaccinated in the period from 1 April 2014 to 31 October 2014.

If you meet the above criteria, please make an appointment with our Practice Nurse.

## HELP FOR CARERS

Gill is one of our Receptionists and is also our Carer's Lead. If you are a cared for person or you care for someone else, please ask to speak to Gill who can signpost you to information and services.

If you have internet access, you may wish to visit a very useful website provided by the local adult care and support services at [www.mylifemycare.com](http://www.mylifemycare.com) which gives helpful advice about care services for the people of Dorset.

## CERVICAL SCREENING

Cervical screening is recommended 3-5 yearly for all women aged between 25-64. Each year around 900 women die of cervical cancer in England. Many of the women who develop cervical cancer have not attended regularly for their cervical smears or have never had one.

20% of our eligible women are overdue a cervical smear. Having a smear test should be a simple procedure, which should not cause embarrassment or anxiety and should not be uncomfortable.

If your smear test is overdue it is extremely important that you get this done as soon as possible. A smear test can be completed at any time except for during menstruation. Please contact reception to make an appointment. However, if you have any concerns about having a smear taken, please feel welcome to discuss this with one of our Practice Nurses (Sharon, Linda or Sue).



## PATIENT SURVEY

We value your feedback and would be grateful if you could take a few minutes of your time to complete a survey on our website. Please go to [www.queensavenue.co.uk](http://www.queensavenue.co.uk) and click the link in our Latest News Section.

If you do not have internet access, a paper version of the survey can be obtained from one of our receptionists and posted in the box provided.

## WORLD ASTHMA DAY

6th May 2014



5.4 million people in the UK are currently receiving treatment for asthma.

Three people die every single day because of asthma, but most of these deaths could have been avoided.

Having a regular asthma review and taking medication as prescribed will help keep your asthma under control and can help prevent asthma attacks.

Everyone with asthma should be able to lead a full and unrestricted life.

### Try this quick test.

If you answer 'YES' to any of the questions below, your asthma is NOT controlled. Please book an asthma review appointment with Sharon our asthma nurse.

1. Do you usually have asthma symptoms (cough, wheeze, chest tightness, shortness of breath) at least 1 night per week?
2. Do you usually have asthma symptoms at least once per week in the daytime?
3. Does your asthma interfere with your usual daily activities (school, work, housework, exercise)?