

# QUEENS AVENUE SURGERY

## SPRING/SUMMER NEWSLETTER 2016

### DR FRANCIS' RETIREMENT

After 32 years of General Practice (30 of these in Dorchester) I have decided to retire as a Partner of the Queens Avenue Surgery as of the 1<sup>st</sup> August this year. I would have ideally liked to have provided more notice but there has been some uncertainty in securing suitable replacement doctoring staff. I am pleased to announce that Dr Mark Law will be joining us in August.

Many of my patients will have already met Dr Alex Glover, with whom I have shared my list since going part-time 2 ½ years ago. He will now, as planned, take over the entire list and I couldn't wish for a more competent successor.

I would like to take the opportunity to thank all my patients for their loyalty, their reasonableness and for allowing me the privilege of sharing their life and health stories. Many of you have become friends. I would also like to apologise to any of my patients for whom I could have done better.

My preferred definition of General Practice is being the "guardian of the boundary between health and illness". It has always seemed to me that being a family doctor is a job that is relatively easy to do poorly and very difficult to do well. The pressures placed upon family doctors today have increased enormously. This is partly due to increased patient numbers, increased aging demographic, continued advancement in medical provision and a share of the health budget that has not reflected these changes. Unfortunately these and other facts have led to newly qualified doctors being reluctant to commit themselves to permanent positions even in our beautiful part of the country.

I am, of course, only one part of a big team here at Queens Avenue Surgery in whom I am inordinately proud. I hope that you agree with me that they endeavour to maintain a balance between friendly professionalism and a patient-centred approach that can be so difficult to get right. I would like to publicly thank all of them and their predecessors for their help over the years.

I plan to take August and September off completely and thereafter I may continue occasional locum and sessional work, so I may still be seen in the surgery from time to time.

I wish you all well.

DR GRAHAM FRANCIS

## PATIENT ACCESS



Available on IOS and Android

(download Patient Access from your App Store)

### What is Patient Access?

With Patient Access, you can now access your local GP services at home, work or on the move — wherever you can connect to the internet. Because Patient Access is a 24 hour online service you can do this in your own time, day or night.

- **Book an appointment.**
- **Order repeat medication.**
- **View your medical record (NEW....April 2016)**  
You will be offered access to your medical record when you register. If you are an existing online patient and would like access, please ask at reception.

### How do I register?

Bring some form of photo ID (passport/driving licence) to reception and ask to register for online services. You will be given a printout with details of how to register. It's as simple as that!



## PATIENT REFERENCE GROUP

We have an active PPG (Patient Participation Group) who would like to hear your views and give you feedback.

Sign up to join our reference group, be informed and have your say about your experience as a patient. We will send you the Practice newsletter and periodically contact you to invite your views on how we can continue to improve our services to patients.

Please see reception for a sign-up form.

## CARER'S WEEK 6 JUNE

### Cream Tea for Carers

Are you a carer and would you like more information and support?

Join us for a cream tea on Tuesday 7 June between 3.00 and 4.00pm in our upstairs waiting room where you can chat to Gill our Carer's Lead and Ellis Ford from Wayfarers.

## **Under 18 and want to make a complaint?**

Are you unhappy about the service you have received from us or worried about something?

If you are under 18, ask a receptionist or look at our website for a child friendly version of our complaints procedure. We are always happy to talk to you and you can ask to speak to your doctor or the manager, Tracy Bowden, at any time.

## **Our appointment system**

We manage our appointment system to ensure you see your named GP when they are here.

There have been a number of changes recently with GPs reducing their availability and another doctor providing cover for them. We still expect you to see your named GP or the doctor providing cover. This ensures that you have continuity of care and our GPs have a safe number of patients who they are responsible for. Asking to see other GPs is not normally possible unless you would feel more comfortable seeing a male or female GP. This should only happen when a condition of a sensitive nature occurs and you should continue to see your named GP for anything else.

## **WE WELCOME.....**

- Dr Amanda Stubbs who joined as our newest partner on 1 February.
- Debbie Alley who joined the reception team when May Abbott retired after 30 years' service.

## **Telephones**

We are a very busy surgery and try to answer telephone calls as quickly as possible. We also endeavour to have sufficient staff to deal with your queries at the main reception desk.

Our receptionists are trained to give priority to telephone calls. This is to provide an efficient service to our patients and to ensure that emergencies are dealt with promptly.

We apologise if you are kept waiting at reception while our reception team deal with telephone calls. On occasion you may be asked to wait and we appreciate your patience. We will endeavour to deal with your request as soon as possible and you should expect to be kept informed at all times.

## **Congratulations**

Well done to Katie, one of our District Nurses, who received a Dorset Healthcare Heroes award for excellence in her work. Nominations can be made by staff and patients. She received the award for Commitment to Quality of Care in January .