

QUEENS AVENUE SURGERY

SPRING/SUMMER NEWSLETTER 2017

SPECIAL EDITION

This newsletter is a special edition as it marks Dr Ling's 25th year with the practice.

Dr Ling joined the Bridport Road Surgery in June 1992 and spent 5 years with the practice until it relocated in March 1997 and was renamed as the Queens Avenue Surgery. He became our Senior Partner in August 2016 on the retirement of Dr Francis. Dr Ling reaches his 25th anniversary on 2 June 2017 and we hope the next edition will include a photo of the wonderful cake that he made to celebrate his special day!



DEMENTIA FRIENDLY

We are delighted to announce that we recently received accreditation as a Dementia Friendly Practice. This is in recognition of changes we have implemented to support patients with dementia and their carers.

Dementia Awareness Week 14-20 May

Dementia Carers' Cream Tea

Friday 19 May 2.00-4.30pm

To help raise awareness of dementia and the support available for carers, we will be holding a Dementia Carers' Cream Tea during Dementia Awareness Week on Friday 19 May 2.00-4.30pm. We held a similar event during Carers Week last year which was very successful.

Young Carers

Do you know a young person who has been affected by dementia in their family? Many children and young adults are living with the effects of a grandparent who is suffering from dementia. Please encourage them to come along to our cream tea to find out what support is available for them.

Carer Support

Our receptionist Gill retires at the end of April but will continue her role as Carers' Lead by offering appointments to help support carers. She will be at the surgery on a fortnightly basis on Thursday afternoons. If you would like to make an appointment with Gill, please see one of our receptionists.



Book Loan Scheme

We have recently introduced a new self help book loan scheme with books covering a variety of topics which range from managing depression to toddler taming. The books are located next to the confidential desk. Please choose a book, complete one of the slips and hand to reception. We would be grateful if you could return the book within 4 weeks.

This service was made available due to the kind donation of a patient who benefited from our counselling service.

Cervical Smear Tests

Cervical screening (smear tests) prevents 75% of cervical cancers from developing yet **one in four women do not attend cervical screening when invited.**

Approximately 18% of our eligible patients are overdue for their cervical smear test. The procedure should not cause embarrassment or anxiety and should not be uncomfortable. However, if you have any fears or concerns about having your smear taken or if something has 'put you off' in the past, please ask to speak to one of our Practice Nurses.

WE WELCOME.....

Debbie Hewitt who joined our reception team in April.

WE SAY GOODBYE.....

Gill Miles leaves our reception team at the end of April but will continue as our Carers' Lead and will offer fortnightly appointments to discuss caring needs with patients. Please see reception if you would like to book an appointment.

Flu Reminder Service

With 3,000 eligible patients, it is no longer viable to send letters to remind patients to book an appointment for their flu vaccine.

In recent years we have introduced two reminder services.

- (1) A text sent to your mobile.
- (2) A voice message sent to your home phone.

There is no need to wait for a reminder. If you are eligible for a flu vaccine, please contact us in early September and we encourage patients to telephone to limit the number of reminders we need to send.

The most effective reminder method is by text message. Please let us have your mobile number or check to ensure the number we hold is up-to-date. This service is also used to send you health promotion texts eg if you are eligible for vaccination against shingles or pneumonia and we will send you routine appointment reminders a couple of days before your booked appointment.

Out of Hours Service

Please do not contact the Out of Hours Service if you run out of your repeat medication. This service is for emergency care only. Please contact your pharmacy if you have run out of medication when the surgery is closed. If you have regular repeat medications, we recommend you sign up to our online service—repeat medications can be requested any time day or night and your request will be processed the next working day.

NEW AUTOMATIC DOORS

To improve access to the surgery, we have recently installed automatic sliding doors to the main entrance. The next stage will be to remove the inner door and make the entrance slightly wider for wheelchair access.

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. 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 PARTICIPATION GROUP

Have a say and get involved

We are an active group of patients who aim to meet 3-4 times a year to discuss ways to support the practice and keep patients informed.

To provide a representative view we are looking for new members. You may be a mum with young children, a young person who cares for a family member, from a minority ethnic group or a person with a disability. Your views are important to us and will help us shape our services and consider changes that will accommodate all our patients.

If you would like to know more please ask to speak to our Practice Manager, Tracy Bowden or call her on 01305 262886.



IS YOUR CHILD PROTECTED?

New campaign reminds parents of the importance of childhood vaccinations

During World Immunisation Awareness Week (24—29 April), the NHS is reminding parents and carers of the importance of vaccinating their child against a host of serious diseases.

The vaccination jabs which children receive in their early years – between birth and when they first go to school – are very important in helping them build protection against infections such as meningitis, diphtheria, polio, measles and mumps.

These diseases are in circulation and an infection can cause serious complications, particularly for a child. But it is not only the child who is protected, vaccination programmes protect the whole population by making it harder for a disease to spread to others.

It is particularly important that children are fully up-to-date with all their jabs before they start school for the first time, which is when they come into contact with more potential sources of infection.

The vast majority of parents do ensure their child has been fully protected, but there are many children who are missing doses and are therefore at risk.

More information is available on the [NHS Choices website](#), and if in any doubt that your child is missing important vaccinations you should speak to your GP or one of our Practice Nurses.

You may like to create a personalised **Vaccination Planner** for your child. This is quick and easy to do and is available in the vaccinations section of the NHS Choices website.