

Queen Square Medical Practice

NEWSLETTER

www.queensquare.org

Winter
2017



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1. Staff Update

We have recently welcomed some new staff to join our Team. We would like you to say a massive hello to our new receptionists, Michelle, Ellie, Gail & Jennifer.

We also now have a new registrar, Dr Robbie Whitaker. He will be with us for a year.

Sharon Salisbury has also joined us. She is a Nurse Practitioner who will work along side Chris Hudson.

Registrar

Dr R G Whitaker (m)

Associates

Dr F M Stuart (f)

Dr C Vare (m)

Partners

Dr S C Wetherell (m)

Dr J D Marriott (m)

Dr A M Bateman (f)

Dr N A Johnstone (m)

Dr M Soole (m)

Dr H E Connell (f)

Dr B Z John (m)

Dr S J Moon (m)

Dr R Woolley (f)

Dr P D Haslam (m)

If you need to see a doctor whilst the surgery is closed, please contact 111.

2. Christmas Opening Times

	Queen Square	Caton Health Centre	
Mon 18 th December	7:30am - 6:30pm	8:30am - 1:00pm	3:00pm - 6:00pm
Tues 19 th December	7:30am - 6:30pm	8:30am - 1:00pm	CLOSED
Wed 20 th December	8:00am - 8:00pm	8:30am	5:30pm
Thurs 21 st December	8:00am - 6:30pm	8:30am - 1:00pm	3:00pm - 6:00pm
Fri 22 nd December	9:30am - 6:30pm	9:45am - 1:00pm	3:00pm - 6:00pm
Sat 23rd December	CLOSED	CLOSED	CLOSED
Sun 24th December	CLOSED	CLOSED	CLOSED
Mon 25th December	CLOSED	CLOSED	CLOSED
Tues 26th December	CLOSED	CLOSED	CLOSED
Wed 27 th December	8:00am - 8:00pm	8:30am	5:30pm
Thurs 28 th December	8:00am - 6:30pm	8:30am - 1:00pm	3:00pm - 6:00pm
Fri 29 th December	9:30am - 6:30pm	9:45am - 1:00pm	3:00pm - 6:00pm
Sat 30th December	CLOSED	CLOSED	CLOSED
Sun 31st December	CLOSED	CLOSED	CLOSED
Mon 1st January 2018	CLOSED	CLOSED	CLOSED

3. Research Update

Queen Square Medical Practice Research Team is proud to announce that we were finalists in the recent Nursing Times Awards for 'Clinical Research'

We are a Research practice and therefore we may approach our patients about a study that seems relevant to them. You do not have to take part in a study, the choice is yours. However, we would like to say a big thank you to all the patients who have taken part in the various studies. Today's research affects future care and we can't do our job without your support so we really do appreciate your involvement.

Some of the studies that we are involved in at the moment:

ARCHIE (The early use of Antibiotics in at Risk Children with Influenza)

Children who have a long-term medical condition or disability are particularly prone to developing bacterial infections if they get flu or a flu-like illness.

This study will help to find out whether antibiotics can prevent 'at risk' children aged 6 month to 12 years developing bacterial infections and becoming more unwell and help them get better quicker.

ARTIC (Antibiotics for Lower Respiratory Tract Infection in Children)

This study aims to find which children with chest infections benefit from being prescribed antibiotics. Most children who see the doctor with a chest infection currently get antibiotics and the evidence from studies so far suggests that most children do not benefit from having antibiotics.

ENTEROSGEL (Assessing the efficacy, tolerability and safety of Enterosgel in treatment of acute diarrhoea in adults)

Every year several million people in the UK suffer from intestinal infections resulting in diarrhoea and other symptoms such as vomiting and nausea. The symptoms usually resolve within a few days, but can be unpleasant. This study is looking at the potential benefits of using Enterosgel in acute diarrhoea.

EPSS (Influenza vaccination survey)

Each year the flu vaccination is made up of different components depending on which flu strains are presenting worldwide that particular year.

The manufacturers of the influenza vaccination we use asked Queen Square if we were able to hand out survey report cards to some of our patients (120 to be exact). The flu vaccination cannot give you flu as it is not a live vaccination but some people do experience an 'immune response' and we asked the 120 patients if they would report any side effects following their flu vaccination.

Fit Note

If you have recently received a Fit Note (also known as a 'sick note' or a 'note for work'), you may be eligible to take part in this research study conducted at Lancaster University. The

study will explore employees' perspectives on sickness certification and data will be collected by means of a questionnaire and individual interviews. Ethical approval for the study has been secured and any data collected in this research will be kept confidential.

Opioid Analgesia

We are helping researchers from the University of Sheffield with a study about how people use a particular group of strong prescription painkillers called 'Opioid medicines'. We have not passed any of your personal details to the researchers. The study aims to find out how people use opioid medicines and what their experiences of using the medicines are. The study will also look at how many people become dependent on the medicines, if the people who become dependent are similar in any way, and how being dependent affects the patient and the health services.

STATINWISE (A randomised clinical trial to assess if atorvastatin treatment causes more muscle symptoms than placebo)

If you have stopped taking a statin in the last 3 years or you are considering stopping it due to muscle-related side-effects we would be interested in your involvement in this study. The study aims to see if there is a link between muscle pain and the commonly prescribed statin called Atorvastatin.

VACCEPT (Cervical and HPV Research)

If you are a woman between the age of 30-45 years old and attending the surgery for a smear the practice nurse might give you a patient information sheet about the Vaccept survey.



4. Repeat Prescriptions

Please help us to help you by ordering your repeat prescriptions at **least 2 full working days** before you wish to collect them.

Eg. Order Monday before 12.00pm - Ready to collect Wednesday after 2.00pm

Repeat prescriptions can be ordered:

- **By Hand**
- **By Telephone** - Prescription Line for:
Queen Square Surgery: (01524) 843355 or
Caton Surgery: (01524) 770888
- **Via EMIS Access**
- **By Fax**
- **By Letter**

If the items you are requesting are not on your repeat prescription list, processing of your prescription will take longer than 48 hours.

5. Stay Well This Winter

Stay Well this
WINTER

Warm

Keep your house warm this winter.

Immunisations

Get your flu vaccination.

Neighbours

Keep an eye on elderly neighbours & relatives.

Timely

Seek advice from a pharmacist at first sign of illness.

Enough

Pick up repeat prescription so you have enough while pharmacies/surgeries are closed.

Restock

Make sure you have enough food and medicine in the cupboard.

STAY WELL
THIS WINTER

NHS

6. Flu Vaccinations



Not yet had your flu jab this year and you're eligible?

Please make an appointment at reception or give us a call on (01524) 843333.

7. Shingles Vaccines

If you are aged 70, 71, 72, 73, 74, 75 and born after the 1st September 1942 you may be eligible for a shingles vaccination this year! If you are aged 79 and 78 you may also be eligible! Please speak to one of the receptionists to book an appointment.

8. Pneumonia Vaccines

You may be eligible for a pneumonia vaccination if you are 65 years old and over. Also children and adults with certain long-term health conditions, such as a serious heart or kidney condition may be eligible.

9. Fertility Services at the Healthhub

We have an exciting new development at Healthhub where we run our primary care gynaecology, sexual health and fertility services.

Patients having infertility treatment under CARE fertility service, Manchester, are now able to have their monitoring scans done at Healthhub, saving several trips to Manchester. We are currently piloting an extension of the service to those patients having private fertility treatment as well as NHS.

Dr Bateman is running our service, and for this reason will be reducing her GP sessions to 1 or 2 per week from April 2018.

We are recruiting a new female GP to cover her sessions.

10. "Is it Urgent?"

The receptionist does not expect you to be the judge of how serious your illness is. That's the GP's job. They are really asking if you're OK to wait for the time it takes to get a non-urgent appointment.

The receptionist knows the GP's specialisms and so can help you to avoid wasting GP appointments too – for example, by directing vaccinations to the travel clinic, and cholesterol checks to the healthcare assistants.

- 'Help your GP help you' An article from which.co.uk magazine by Joanna Pearl

11. Booking Appointments

It may be that you can simply book your appointment online. If not, instead of taking the old-fashioned view of receptionist acting as guard dogs, try to think of them as your ally in finding the person most skilled to help you.

One GP said: 'I see between 30 and 40 patients every day, and a good 10 to 20% of them I didn't need to.' By telling the receptionist what your appointment is for, they can ensure there are fewer wasted appointments.

We also get advice on when it's most useful to see the same GP, and it's mainly when you're dealing with unresolved problems, or if you have multiple chronic illnesses. One GP likened these patients to vintage cars – that they should always go back to the main dealer to be maintained.

It's not so important to see the same GP when you're pretty healthy with an acute or urgent short-term illness.

The GP likened these 'fix-it' patients to modern cars – usually OK at any garage. One GP told us: 'I've got a patient with many very serious conditions, but I know him very well, so, if he's got chest pain, I won't call an ambulance straight away.'

- 'Help your GP help you' An article from which.co.uk magazine by Joanna Pearl

