

Queen Square Medical Practice

NEWSLETTER

www.queensquare.org

Summer
2018



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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 Billie, Holly & Josh. Catherine Holloway, who mainly worked at our Caton Branch, retired at the end of April.

Chris Hudson, Julie Leach, & Sharon Salisbury have reduced their hours. Nicky Harding, Research Nurse, has also left us to enjoy retirement.

The GP list is as follows:

Registrar

Dr R G Whitaker (m)

Associates

Dr F M Stuart (f)

Dr C Traynor (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)

2. Patient Access



Patient Access allows you to order prescriptions, book appointments and see your medical records.

They have listened extensively to feedback from both patients and GPs to create a richer and more intuitive user experience that will empower patients to take control of their healthcare and help take pressure off busy practices.

We hope you'll agree that this is a positive step forward.

If you are interested in signing up to Patient Access please contact the surgery.

For more information you can go to www.patientaccess.com

3. Travel Advice

If you require any vaccinations or travel information relating to foreign travel, you will need to make an appointment to see one of our travel nurses at the Healthhub. This appointment should ideally be 6 weeks before your departure. At your appointment the nurse will talk about general travel advice which may also include the giving of vaccinations.



A massive congratulations is in order to Nurse Amy Warburton on becoming an Independent Nurse Prescriber. Amy has worked extremely hard and we are so pleased for her!

4. Hay Fever Self Help

It's sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- Wearing wraparound sunglasses to stop pollen getting in your eyes when you're outdoors.
- Taking a shower and changing your clothes after being outdoors to remove the pollen on your body.
- Staying indoors when the pollen count is high.
- Applying a small amount of Vaseline to the nasal openings to trap pollen grains.

For more information go to NHS Choices website

2. Our Respiratory Clinic

The Respiratory Team at Queen Square are developing the service they provide to patients. We have a new diagnostic process which aims to be more accurate and quicker. It also aims to provide diagnostic tests within 2 weeks. Dr Haslam is also seeing patients in a special clinic instead of referral to the Infirmary, this means that patients will get much quicker access to special investigations and treatments. If you have a diagnosis of conditions such as COPD or Asthma, then you will start to notice changes over the coming months in terms of how we support you with your breathing. This is part of a much wider piece of work in Morecambe Bay around the development of a Respiratory Network looking to dramatically improve the care we give to our patients with respiratory disease.

6. Sun Care

Spend time in the shade when the sun is strongest.

Make sure you:

- Spend time in the shade between 11am and 3pm.
- Make sure you never burn.
- Cover up with suitable clothing and sunglasses.
- Use at least factor 15 sunscreen.
- Stay hydrated.

7. Your Data, Privacy and the Law

How we use your medical records:

- This practice handles medical records according to the laws on data protection and confidentiality.
- We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need to know basis and event by event.
- Some of your data is automatically copied to the Shared Care Summary Record, unless you have otherwise asked us not to.
- We share some of your data with local out of hours / urgent or emergency care service.
- Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention.
- Data about you that is used to manage the NHS and make payments is always anonymized.
- We share information when the law requires us to do, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.
- Your data is used to check the quality of care provided by the NHS.
- We may also share medical records for medical research

For more information on our privacy policies and how we use your data in these contexts please visit web site or ask at reception.

8. Telephone Requests for Prescription Ordering

- ▶ Please note that as from 1st August 2018, the prescription line will be closed, and we will no longer accept prescription requests over the telephone.

This is to avoid mistakes being made, and will keep our telephone lines and receptionist time free to deal with urgent patient enquires.

When prescriptions are requested over the phone, mistakes are more likely due to either confusion with drug name or pronunciation, or errors made when interpreting the verbal request.

Prescription requests must now be made in one of the following ways:

1. Online via Patient Access at www.patientaccess.com
2. Using the repeat request slip found attached to the right hand side of your prescription. The completed slip can either be handed in at reception or posted. (If you do not have a repeat request slip, you may use our prescription request for which can be found at reception.)
3. Via your local pharmacy.

Thank you for your cooperation

Over The Counter Medication

We are under mounting pressure to ensure we are using NHS resources responsibly.

Queen Square staff therefore will be increasingly asking you to buy medication that is readily available over the counter.

This is already established practice in other health centres within the locality.

We would be grateful for your support in this.



Over The Counter Medication 

10. Sexual Health

Weekly sexual health clinics held in Healthhub. It is a free and confidential service (i.e. nothing is recorded in your NHS medical record) for sexually transmitted infection screening and HIV testing.

Please call 01524 580970 to make an appointment.

Sex
worth talking about

11. Research

We have new Research Nurse! Eleanor Sowerby will be working along side Julie Leach. She has created a Research Twitter Account

 @QSResearchTeam

She has also started a Queen Square Research Nurse letter. Follow this link to take a look!

<https://sway.com/eh6u4c9LU94C0xnQ>

12. Extended Access

We are working with other practices locally and PDS Medical to provide evening and weekend appointments for our patients who are struggling to come to the surgery during opening hours. This means there are pre-bookable appointments in the evenings and at weekends at Lancaster Hub (Rosebank Surgery) or Morecambe Hub. These appointments can be made by contacting Queen Square Surgery.

We have also made some changes to our extended hours so that GPs can contribute to the extended access. We are changing from 2 GPs to one GP and either a Nurse Practitioner, Practice Nurse or Health Care Assistant on Saturday mornings when we are open (2nd Saturday of the month). This will also give patients more choice so they will be able to book smears / blood tests and chronic disease review appointment when we are open on a Saturday.