Queen Square Medical Practice

NEWSLETTER
www.queensquare.org

Patient Access - Now with Medical Record Viewer

Did you know that you can register to use our online services? Once fully registered, you can book/cancel appointments and order prescriptions for repeat medications. You can register via our website www.queensquare.org or directly through patient.emisaccess.co.uk.

We currently have just over 1000 patients registered for this service. Patient Access now includes Electronic Records’ Viewer – this is where you can view a summary of your record, results, medication, allergies, immunisations, and letters. This is an optional extra i.e. it is not automatically available when you register for appointment booking and prescription ordering.

If you want online access to your medical record you need to read and sign a declaration, bring in ID ideally including at least one form of photo ID (e.g. passport, driving licence, bus pass). There will be a delay of a few working days whilst your record is checked and prepared for viewing but thereafter you will have access 24/7 via a PIN and a password.

### Christmas Opening Times

<table>
<thead>
<tr>
<th>Monday 22nd December</th>
<th>Queen Square</th>
<th>7:30am - 6:30pm</th>
<th>8:30am - 1:00pm</th>
<th>3:00pm - 6:00pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday 23rd December</td>
<td></td>
<td>7:30am - 8:00pm</td>
<td>8:30am - 1:00pm</td>
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<tr>
<td>Wednesday 24th December</td>
<td></td>
<td>8:00am - 6:30pm</td>
<td>8:30am - 1:00pm</td>
<td>4:00pm</td>
</tr>
<tr>
<td>Thursday 25th December</td>
<td></td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Friday 26th December</td>
<td></td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Saturday 27th December</td>
<td></td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Sunday 28th December</td>
<td></td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Monday 29th December</td>
<td></td>
<td>7:30am - 6:30pm</td>
<td>8:30am - 1:00pm</td>
<td>3:00pm - 6:00pm</td>
</tr>
<tr>
<td>Tuesday 30th December</td>
<td></td>
<td>7:30am - 6:30pm</td>
<td>8:30am - 1:00pm</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Wednesday 31st December</td>
<td></td>
<td>8:00am - 6:30pm</td>
<td>8:30am - 1:00pm</td>
<td>5:30pm</td>
</tr>
<tr>
<td>Thursday 1st January 2015</td>
<td></td>
<td>CLOSED</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Friday 2nd January 2015</td>
<td></td>
<td>9:00am - 6:30pm</td>
<td>9:45am - 1:00pm</td>
<td>3:00pm - 6:00pm</td>
</tr>
</tbody>
</table>

Normal Surgery hours will resume from Monday 5th January 2015.

Patient Survey Results

Thank you to all those patients who took time to complete the survey conducted over 3 weeks Oct/Nov’14. We had 415 responses of which 374 were online. We have published the full results on our website www.queensquare.org and copies will be available in our waiting rooms.

Overall Satisfaction & Recommendation to Family / Friends

94% indicated an overall satisfaction with the practice of excellent to Fair, with 51% rating us Excellent (up from 49% in 2013/14)

Flu Reminder

The Primary Care Support Service has not sent out letters to eligible patients this year. However, we have sent telephone and SMS reminders to all eligible households. If you want a vaccine this year (and fall into one of the eligible categories) please book an appointment soon.

Flu vaccines are available for patients who are:

- 65 years and older, pregnant, have a chronic disease such as respiratory, heart, kidney or liver, neurological problems such as Parkinson’s, have had their spleen removed, are immunosuppressed or are a carer for the elderly or disabled.

Children who are aged 2, 3, 4 years old on the 1st September 2014 are eligible for a Fluenz intranasal spray vaccine (i.e. not an injection)

Christmas is Coming...

Christmas and New Year is a very busy time of year for everyone. If you are on regular medication please remember to order your prescription well in advance so as to avoid any delays or being without medication over the period of closure.

Wishing you all a very Happy Christmas and a peaceful, healthy and prosperous New Year!
Friend & Family Test

We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

- [ ] Extremely Likely
- [ ] Likely
- [ ] Neither Likely nor Unlikely
- [ ] Unlikely
- [ ] Extremely Unlikely
- [ ] Don’t Know

Can you tell us why you gave that response?

- [ ] Tick this box if you consent to us publishing your comment anonymously on our website.

Sexual Health Clinic

From the beginning of October, our sexual health clinic held in Healthub has moved from Friday morning to Wednesday afternoon. This is a screening clinic and is available to everyone, not just patients of Queen Square. It is a completely confidential service and no information will be passed to your GP. To book an appointment please ring 01524 580970.

Self Care Information Leaflets

You may have noticed a new range of self help information leaflets in each waiting room. Please feel free to take one. These cover topics such as acne, cough, fever in children, low back pain, eczema, common cold, sore throat and much more beside.

You can also find a link to these on our website or you can go directly to http://www.selfcareforum.org/fact-sheets/

Have your say

If you are happy for us to contact you periodically by email please leave your details below and hand this for back to reception or log-on to www.queensquare.org and fill out the electronic form (Click ‘Have your say’ on the right hand column.

Name: _____________________________
Address: ____________________________________________________________________ Post Code: ____________________
Telephone Number: _________________________ Email Address: _____________________________

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male [ ] Female [ ] Age: ________

Which ethnic background would you most closely identify with? ________________________________

How would you describe how often you come to the practice?

Regularly [ ] Occasionally [ ] Very rarely [ ]

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly. No one outside the practice will be able to