1. Staff Update
Recently we have wished a fond farewell to Dr Wesley Hutchinson who has now left the surgery to move away with his family. Welcome to Dr Haslam who has now become a partner!

We would also like to welcome back Emma Moore after having the lovely little Frankie. We have had a few new starters on the reception team, Emma Stewart and Rachel Johnstone.

2. Shingles Vaccines
Were you aged 70, 71, 72, 73, 78 or 79 on 1st September 2016?
You may be eligible to receive a vaccination against shingles. Ask at reception for more information.

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

4. Flu Vaccines
It’s that time of year again! 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

Doctors
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)
Dr. F M Stuart (f)
Dr. C Vare (m)

Nurse Practitioner
Sister Chris Hudson (f)

Pharmacist Practitioner
David Rowlands (m)
5. Research Studies
Queen Square Medical Practice has won a national GP award and is also in the running for another prestigious accolade next month, for its clinical research efforts and achievements.

Queen Square Medical Practice has been announced as the winner of the Royal College of General Practitioners (RCGP) and Clinical Research Network’s (CRN) Practice Award 2016, which rewards the efforts of primary care individuals and teams for supporting clinical research.

The practice has also been shortlisted as a finalist for the Health Service Journal (HSJ) Clinical Research Impact award for an entry titled ‘The Lancashire North approach to increasing research in the local population’. Now in their 35th year, the most sought after accolade in British healthcare recognises, celebrates and promotes the finest achievements in the NHS, and showcases them to the service’s most influential leaders.

Queen Square’s latest success follows on from being shortlisted as a ‘Best clinical research team’ at the North West Coast Research & Innovation Awards 2015.

Dr Simon Wetherell is the lead research GP at Queen Square whose other interests include diabetes. He is a senior partner of Queen Square Medical Practice and also an honorary lecturer at Lancaster University.

The practice’s research nursing team consists of Nicky Harding, Julie Robey and Sarah Bland, who are all essential to the practice’s continued growth in clinical research activity.

We are all extremely proud of winning the RCGP Practice Award, as well as being shortlisted as a finalist for the HSJ Clinical Research Impact award. We are grateful that our hard work and dedication to clinical research has been acknowledged and rewarded by peers and colleagues within healthcare. We would like to congratulate our team but more importantly thank the hundreds of patients that take part in research at Queen Square every year to help make the care that we provide even better for the future.

Queen Square is up against 10 other NHS finalists in the Clinical Research Impact category of the HSJ Awards and the winner will be announced at a ceremony on 23 November 2016.

The Research Team would like to thank all the parents and babies that took part in the CPSS study looking at Familial Hypercholesterolaemia (raised cholesterol that runs in families). The results have been published and it has been suggested that questions remain about how a screening programme would work in practice, whether universal screening of one-year-olds would be effective, or if it would actually reduce illness and deaths associated with FH.

Please see the link for more information www.bbc.co.uk/news/health

6. Longer Appointments
Please be considerate to both your GP and other patients. Appointment times are 10 minutes long. If you have a more complex problem or a number of problems you wish to discuss with the doctor please book a double appointment. The doctor may request on occasion that you come back on another day in order to enable them to address the issues more fully.

7. Sexual Health
Queen Square hold a sexual health clinic in the Healthub every Wednesday afternoon. It is a free and confidential service for sexually transmitted infection screening and HIV testing. Please call 01524 580970 to make an appointment.
9. Travel Clinic
Book 6 weeks ahead for travel abroad
If you require any vaccinations relating to foreign travel you need to make an appointment with the practice nurse at Healthub to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required. It is important to make your initial appointment as soon as possible (ideally 6 weeks before) because you may need a course of vaccines before you travel to be fully immunised.

10. Patient Access
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.

Patient Access now includes (not automatically) 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 any online access, you need to read and sign a declaration, bring in ID including at least one form of photo ID (e.g. passport, driving licence). There will be a delay of 7 working days whilst your record is checked and prepared for viewing but thereafter you will have access 24/7 via your patient access account.

11. Summary of Patient Survey
Overall Satisfaction
97% indicated an overall satisfaction with the practice of Excellent to Good, 1% Fair 0% Poor
Excellent to Fair = 98%
Excellent: 68%, Very Good: 20%, Good: 9%, Fair 1%, Poor 0%, Not Stated 2%
12. **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

13. **Friend & Family Test Results**

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Likely</td>
<td>367</td>
</tr>
<tr>
<td>Likely</td>
<td>414</td>
</tr>
<tr>
<td>Neither Likely Nor Unlikely</td>
<td>67</td>
</tr>
<tr>
<td>Unlikely</td>
<td>68</td>
</tr>
<tr>
<td>Extremely Unlikely</td>
<td>35</td>
</tr>
<tr>
<td>Don’t Know</td>
<td>3</td>
</tr>
</tbody>
</table>

We have had 669 Responses. Thank you to all that took part.

14. **Your Up To Date Details**
Please help us keep your records up to date.

Name: ____________________________

DOB: __ __ / __ __ / __ __

Address: ___________________________________________________________

Telephone Number: ___________________________________________ Email Address: __________________________

This additional information will help to make sure we try to speak to a representative sample of the patient 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.