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1. Staff Update
We have recently welcomed back Egle Chesters after having her lovely baby girl. Katie Aldcroft has left to start her maternity leave and has had a beautiful little girl. We have had three lovely new receptionists join us, Miranda Barty-Taylor, Jody Davis and Mandy Knowles.

Dr Hutchinson will be leaving us in September this year and Dr Haslam will become a partner.

2. Opening Times

<table>
<thead>
<tr>
<th>Day</th>
<th>Queen Square</th>
<th>Caton Health Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7:30am – 6:30pm</td>
<td>8:30am - 1:00pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>7:30am – 6:30pm</td>
<td>8:30am - 1:00pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:00am - 8:00pm</td>
<td>8:30am</td>
</tr>
<tr>
<td>Thursday</td>
<td>8:00am – 6:30pm</td>
<td>8:30am – 1:00pm</td>
</tr>
<tr>
<td>Friday</td>
<td>9:30am – 6:30pm</td>
<td>9:45am – 1:00pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>2nd Saturday of the month</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Sunday</td>
<td>CLOSED</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

Registrar
Dr. P D Haslam (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. W J Hutchinson (m)
Dr. S J Moon (m)
Dr. R Woolley (f)
3. 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. 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 any online access to your medical record 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 5 working days whilst your record is checked and prepared for viewing but thereafter you will have access 24/7 via your patient access account.

4. EPS

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:
• don’t want to go to your GP practice every time to collect your repeat prescription.
• collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be for you:
• If you don’t get prescriptions very often.
• Or if you pick up your medicines from different places.

5. Hayfever 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

6. Smear

All women who are registered with a GP are invited for cervical screening:
• aged 25 to 49 – every three years
• aged 50 to 64 – every five years
• over 65 – only women who haven’t been screened since age 50 or those who have recently had abnormal tests

If you have not had a recent smear please book in to see one of our nurses.
7. 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 with take longer than 48 hours.

9. Smoking
Have you ever smoked in the past? YES/NO

Do you currently smoke? How much? ____________

If a past smoker, how much? ______________

Date stopped? _________________________

For help to quit smoking please go to:
www.smokefree.nhs.uk
CALL 01524 845145 or TEXT ‘TXTHELP’ to 63818

10. Named GP For All Patients
From 1st April 2015, GP practices are required under the contact to allocate a named, accountable GP to **all** patients.
The role of the named GP will **not**:
- Take on vicarious responsibility for the work of other doctors or health professionals.
- Take on 24 hours responsibility or the patient, or to change their working hours.
- Imply personal availability for GPs through the working week.
- Be the only GP or clinician who will provide care to that patient.

**Please ask at reception if you do not know your named GP.**

8. Meningitis B Vaccine
For anyone enquiring about the Meningitis B vaccine, this is only available to children that are registered with Queen Square Medical Practice that were born on or after 1st May 2015.

Unfortunately we do not offer this privately to any other age group.

For more information go to www.meningitis.org

11. Care Quality Commission
We had our CQC inspection in November 2015.
Queen Square receives excellent report from the CQC. Our Overall rating is ‘Good’ with a rating of:

‘**Outstanding**’ re Our Services being Responsive to People’s needs

To see the report go to our website or go to www.cqc.org.uk
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

Can you tell us why you gave that response?

13. Friend & Family Test Results

14. Have Your Say
If you are happy for us to contact you periodically by email please leave your details below and hand this form 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 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.
15. Research Studies

Studies that are on-going at the moment:

**GARFIELD** (Global Anticoagulant Registry in the Field)
We are continuing to recruit onto this study which is looking at patients who have a new diagnosis of Atrial Fibrillation. 58 patients recruited.

**CANDID** (CANcer Diagnosis Decision rules)
This study aims to help doctors diagnose cancer quickly so that potential high risk patients are detected sooner and unnecessary examinations are minimised for those patients that are low risk. This research is about finding what symptoms and examinations are best for predicting lung and bowel cancer. 120 patients recruited.

**FAST** (Four-fold Asthma Study)
Many people with asthma take regular inhaled steroids. However, some patients continue to have periods of poor asthma control, which is called an exacerbation. This study wants to test the comparison between ‘normal’ asthma care used with the use of four times normal dose of inhaled steroids during an exacerbation. 13 patients recruited (No longer recruiting, just completing follow up visits)

**BARACK-D** (Benefits of Aldosterone Receptor Antagodnism in Chronic Kidney Disease) Trial.
This trial is looking at better treatment for preventing heart disease and kidney damage in people with Chronic Kidney disease - a term commonly used by doctors to describe a long-term impairment in kidney function, frequently accounted for by the natural ageing process. 17 patients recruited.

**MoMMS** (Management of Multiple Medication) trial
This trial is looking at patients aged 75 or older who routinely take multiple medication, these patients can experience unwanted side effects and the aim of the trial is to improve quality of life. The trial compares doctors who use the study guidelines while reviewing a patient’s medications with doctors who follow normal practice. 12 patients recruited (No longer recruiting, just completing follow up visits)

**INSTinCTS** (INjection versus SplinT in Carpal Tunnel Syndrome)
This study is comparing a single steroid injection and a wrist splint at night for 6 weeks in patients with Carpal Tunnel Syndrome to see which is most effective. 4 patients recruited.

**NSRS** (Non-specific Respiratory Symptoms) (FeNO)
This study examines exhaled breath looking at ‘Fractional exhaled nitric oxide’ (FeNO). FeNO measurement can be used to help diagnose asthma and adjust medication in patients with airway complaints eg wheeze. The study looks at the comparison between using a medication inhaler with a placebo. 10 patients recruited.

**TASMINH4**
This study is looking at high blood pressure management. The questions asked are ‘Does the use of self-monitoring based on home blood pressure readings result in better blood pressure control than usual care?’ and ‘Is tele-monitoring of patients’ blood pressure readings superior to paper based recording of blood pressure?’ 10 recruited (No longer recruiting, just completing follow up visits)

**Integrate**
Integrate is aiming to create a more rapid identification of organisms responsible for vomiting and diarrhoea, it’s looking at using a different method of testing stool samples as well as traditional methods. If you have diarrhoea you may consent to take part, you will be asked to provide a stool sample and fill out a consent form and questionnaire.

**ARCHIE** (The early use of Antibiotics in ‘at Risk’ Children with Influenza)
This study is looking at whether giving an antibiotic to ‘at risk’ children aged 6 months to 12 years early on when they have a flu-like illness might help to stop them developing bacterial infections and becoming more unwell and helping them get better more quickly. We know that ‘at risk’ children with a long-term medical condition are more prone to developing bacterial infections.

This study only runs during the influenza season so it will stop after April 30th but will resume in Oct 2016.

**Time B/P**
This study is looking at whether it is better for patients to take blood pressure tablets in the morning or in the evening. The study is organised by the British Hypertension Society but we think it is an important question to answer. We posted out information to many patients who are taking blood pressure tablets but it’s not too late to take part, you can register your interest on-line www.TimeStudy.co.uk

If you would like any further information about any of the studies please contact one of the Research Nurses on the usual surgery telephone number.

A big **THANK YOU** to all the patients who have taken part in any of the studies, we really appreciate your involvement.