Earlier in the year we carried out a survey which covered topics which had been suggested by our patient participation group (please see the end of this newsletter for details of how to join—we are always looking for new members).

The topics covered were

- Opening hours and waiting times.
- Appointments and telephone access
- Information and patient group meetings
- Satisfaction with the practice

95% of patients indicated an overall satisfaction with the practice!

Opening and Waiting times

76% of patients were very satisfied with the opening times.

48% were very satisfied with the surgeries running to time (this has improved from 39% from 2013).

**Actions:**
We will publicise the option to book a double appointment.
Where possible we will notify patients when booking in if a clinic is running more than 20 minutes late

We have amended the extended hours to comply with the majority of demand. We are now open from 7:30am on Mondays and Tuesdays.

We will update our website again to promote details of our newest GPs,

Appointments and Telephone access

96% of patients were very satisfied with the current appointment system.

91% of patients were very satisfied with getting through on the telephone.

**Actions:**
To increase publicity of ordering prescriptions and booking appointments using the online system, Patient Access which should in turn ease some pressure.
We are currently carrying out a repeat audit of phone calls to compare how many are ringing back to get in with a specific GP vs. those which are urgent requests for the day.

We will update our website again to promote details of our newest GPs,

Information and Meetings

It was noted that 35% of people wanted to be contacted by email when we need to share information with patients.

**Actions:**
We will provide slips for patients to hand in to update their details.
Continue with bi-annual patient meetings. Please sign up if you wish to attend.

**Summary of 2014 Survey**

Despite carrying out 90% of all NHS patient contacts, general practice only received 8.92% of the NHS budget in the UK - a historic low. By 2017, this is projected to plunge to just 7.29%.

As a result, general practice is facing a growing crisis.

Due to the sheer volume of GP workloads, in this year alone, patients will have to wait longer than a week to see their GP on at least 27m occasions.

By signing this petition we are asking the Prime Minister to increase the budget for general practice to 11% by 2017.

**Save the Future of General Practice**

[Links to petition and other resources]

PLEASE SIGN THE PETITION AT RECEPTION
Or go on-line to:
http://www.rcgp.org.uk/campaign_home.aspx
We have recently welcomed Vickie Smith onto the reception team and welcomed Sarah Bland back to the nursing team.

Sarah has been away from the surgery for three years doing her Nursing Diploma. A big well done Sarah—it is great to welcome her back!

Congratulations to Danielle who has given birth to a boy!

Within the last two years, we have welcomed Drs. John, Hutchinson and Moon onto the Partnership team.

Drs. Woolley and Ghazal have also joined the practice as associate GPs.

The GP list is as follows:

**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)

**Associates**
- Dr. F M Stuart (f)
- Dr. K Sidhu (f)
- Dr. R Woolley (f)
- Dr. N Ghazal (m)

You are welcome to see any of the GPs, even if they are not your usual doctor. Please see either our website or practice leaflet for details about the doctors specialist areas.

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**Staff Updates**

**Queen Square**

<table>
<thead>
<tr>
<th>Monday</th>
<th>7:30am - 6:30pm</th>
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<tbody>
<tr>
<td>Tuesday</td>
<td>7:30am - 6:30pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:00am - 8:00pm</td>
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<tr>
<td>Thursday</td>
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<tr>
<td>Friday</td>
<td>9:30am - 6:30pm</td>
</tr>
<tr>
<td>2nd Saturday</td>
<td>8:30am - 12:00pm</td>
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**Caton Health Centre**

<table>
<thead>
<tr>
<th>Monday</th>
<th>Morning</th>
<th>Afternoon</th>
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</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>8:30 - 1:00</td>
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<tr>
<td>Wednesday</td>
<td>8:30 - 5:30</td>
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<td>Thursday</td>
<td>8:30 - 1:00</td>
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<tr>
<td>Friday</td>
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<td>3:00 - 6:00</td>
</tr>
<tr>
<td>2nd Saturday</td>
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**Care Plans**

Some of our patients will be contacted in the near future with a view to having a conversation with your regular GP about creating a care plan.

This initiative is a combination of National and Local Initiatives.

The care plan being used locally is based on a document that we developed at Queen Square but that has now been adopted across all practices in our locality. It encourages patients to express how they would like to be cared for in certain situations and is aimed at those patients with more complicated health problems who are at risk of being admitted to hospital should their health deteriorate.

The idea is that patients and their GPs or Community Nurses should try to anticipate any problems that are likely to arise and put in place a plan to support patients through these difficulties. We are hoping that this will lead to improved care for patients that is more tailored to their wishes and avoids preventable admissions to hospital in crisis.

In the near future we expect that we will be able to have an electronic version of the care plan that will be visible to hospital staff so that they too will be aware of patients wishes.

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We now have 999 patients registered for Patient Access—this allows you to book your appointments and order prescriptions on-line.

See our website or download mobile app (android & iOS) to join.
Research - with Nicky, Julie and Sarah

Research is expanding at Queen Square yet again and we now have a new member in our research team. We would like to welcome Sarah Bland, many of you will already know Sarah as she was a Health Care Assistant for numerous years at Queen Square and decided to do her nurse training, 3 years on and she is back with us and is working as a Treatment room nurse/Research nurse.

Child-Parent Screening Study (CPSS)
We continue to recruit onto this study which is looking at the inherited condition called Familial Hypercholesterolemia (FH) in 12-13 month old children. We have recruited a total of 138 children at Queen Square.

GARFIELD
This study is on-going. We are looking at patients who have a new diagnosis of Atrial Fibrillation. We are recruiting approximately 1 patient per month.

OSAC
OSAC is a research study looking into a new treatment for coughs. The study team want to see if a short course of oral steroids (nothing to do with anabolic steroids) could help improve the worst symptoms and speed up recovery. We may approach you about this study when you visit the GP.

HEAT
This study looks at Helicobacter eradication to prevent ulcer bleeding in patients who are over 60 years of age who are taking Aspirin. So far we have recruited 35 patients to this study.

CANDID
The majority of patients who come to their Doctor with lung symptoms (e.g. a cough) or bowel symptoms (e.g. loose stools) do not have anything seriously wrong. However, a small number of people are at risk of cancer. This study aims to assist Doctors in diagnosing cancer quickly so high risk patients are detected sooner and unnecessary examinations are kept to a minimum for those people who are at low risk.

BARACK-D
BARACK-D is looking at individuals who have Chronic kidney disease (CKD). CKD is a major cause of increased vascular events e.g. heart attack. This study is looking at whether a licenced drug called ‘Spironolactone’ might be beneficial in giving heart protection and delaying kidney impairment in people who have CKD. We have only just started this study but we have already had interest and have recruited 2 patients.

NOISY KNEES
We are pleased to be supporting this local study which is based at Lancaster University. This study is looking at a completely new way of assessing knee osteoarthritis by analysing the sounds which come from the joint during standing movements. If this technique works, it could lead to equipment being provided in all NHS hospitals and GP surgeries to help Doctors check whether a person’s osteoarthritis is getting better or worse.

ASTHMA
We are involved in a study which is looking at the assessment of asthma control. The aim is to clarify the rates of poor asthma control, assessing patient’s perception and healthcare professional’s perception of a patient’s asthma control.

ANKYLOSING SPONDYLISIS (AS)
We recently mailed out information sheets to relevant patients who have AS. AS is a relatively common inflammatory disease which mainly affects the spine, it affects about 3 in 1000 people in the UK. It is known that AS can ‘run’ in families. This study’s goal is to identify as many of the genes as possible so that they can understand the disease better and develop better ways of diagnosing and treating it.

We would like to extend a big thank you to all the patients who have expressed an interest in any of the studies. We value your comments and feedback.

If you are interested in participating in any research or would simply like more information about research you can contact Nicky Harding, Julie Robey or Sarah Bland (Research Nurses) at Queen Square Surgery (Tel: 01524 843333).

If you would prefer not to take part in any research studies please let us know.

Travel Vaccinations

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 because you may need a course of vaccines before you travel to be fully immunised.

PLEASE NOTE…
There is a national shortage of Yellow Fever Vaccinations and at the time of going to press, we currently have NO vaccines in stock and have not been given a date when we will receive any more.

If you require a Yellow Fever Vaccine, please contact us in good time to enquire whether we have any in stock. You must have the vaccine at least 10 days before you travel to the destination for the vaccine to be fully effective.
Queen Square Medical Practice—Contact us

2 Queen Square
LANCASTER
LA1 1RP
Phone: 01524 843333
Fax: 01524 580980
E-mail: queen.square@gp-p81013.nhs.uk
www.queensquare.org

From 2nd Sept to 6th Oct 2014, Chris Hudson, our Nurse Practitioner will be visiting Ethiopia to work in Attat Hospital working alongside the Medical Mission Sisters.

She will be providing obstetric care, including surgery, for many women. She will also be providing some triage sessions for general health problems including children with malaria.

***If you feel you can help by donating some money to this worthy cause, please place a donation in the box at reception.***

Even with small amounts you can make a small contribution to alleviate poverty:

- 40p - 1 vaccination
- £1.20 - 1 HIV test
- £6.30 - Daily rate / person in hospital
- £7.90 - Normal Birth
- £11.85 - Complicated birth
- £19.74 - Inpatient treatment of malaria patients
- £31.60 - Various infectious diseases
- £39.50 - Caesarean section
- £47.40 - A child with severe burns per week in the hospital
- £98.70 - Emergency surgery with inpatient treatment

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<thead>
<tr>
<th></th>
<th>Ethiopia</th>
<th>Switzerland</th>
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<tbody>
<tr>
<td>Average number of births by woman</td>
<td>5.3</td>
<td>1.5</td>
</tr>
<tr>
<td>Maternal mortality per 100 000 life births</td>
<td>720</td>
<td>5</td>
</tr>
<tr>
<td>Infant mortality per 1000 life births</td>
<td>39</td>
<td>3</td>
</tr>
<tr>
<td>Nurses or midwives per 10 000 persons</td>
<td>2</td>
<td>110</td>
</tr>
<tr>
<td>Births under the supervision of qualified personnel</td>
<td>6 %</td>
<td>&gt;99%</td>
</tr>
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</table>

Register to have your say… CONTACT FORM

If you are happy for us to contact you periodically by email please leave your details below and send this form back to reception or log-on to www.queensquare.org and fill out the electronic form.

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 access your contact details.