1. **Staff Update**

We have bid a fond farewell to Sister Lynn Burke. Lynn joined the Queen Square Nursing Team in 1994 and we will miss her so. As Lynn was our Lead Nurse we now have a new Lead Nurse, Cath Jackson who has joined us from Dalton Square Practice.

We have three new receptionists Sam Dowswell, Dannii Sterling and Fliss Eynon.

**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)

2. **Hay Fever Self Care**

Before your come to see your GP, you could visit your pharmacist and try to treat your hay fever symptoms with over-the-counter medications, such as antihistamines. Make an appointment to see your GP if your symptoms don’t improve after using antihistamines.

3. **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.

4. **The Nature of Your Problem**

“So we can ensure your needs are dealt with in the most appropriate way, we ask our Receptionist Team to request some brief information of your problem to help us make sure you’re seeing the correct clinician.”

**Dr S. Wetherell**

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Follow us on Twitter: @queensqsurgery
5. 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.

6. Sexual Health

Weekly sexual health clinics held in Healthub. 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.

7. Active Health Scheme

The Active Health Referral Scheme is a 12 week programme of physical activity that is specifically and individually designed to benefit your health, fitness and medical conditions. Physical activity and exercise can benefit your health in a variety of ways:

- Reduce your risk of a heart attack and decrease your risk of raised blood pressure.
- Promote healthy blood sugar levels to prevent or control diabetes.
- Can help protect against osteoporosis.
- Reduce the overall risk of cancer.
- Improve good cholesterol levels and reduce bad cholesterol levels.
- Boost self-confidence and help to prevent the onset of depression.
- Can help decrease stress and anxiety levels.
- Can help you lose or maintain weight.

In order to be accepted onto the programme, you must meet a set criteria based on your current fitness; you must be completing less than 30 minutes exercise 3 times per week. If you suffer from any additional illness or injury please speak to a member of the Active Lives team, or your doctor, to discuss if you are eligible for the programme.

If you think that you meet the criteria outlined above, you are able to self-refer onto this programme by completing the self-referral questionnaire at www.lancaster.gov.uk/salt-ayre-leisure-centre.

8. Last Flu Season

We would like to give a massive THANK YOU to everyone who came to us for a Flu Vaccination this last Flu Season. We think that we are the best service to give your flu vaccines as we know your medical history better than anyone.
9. 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 Electronic Records' Viewer (not automatically). 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.

10. Changes To Appointment Booking System
We have spent some time recently looking at our appointments system and how to make it work better.

Many of you will be aware of the recent decision made by several local practices to merge into one large practice. After some deliberation, the partners at Queen Square made a decision to remain independent. There were a number of reasons for this, one of which was our desire to maintain excellent continuity for patient care, with one doctor seeing the patient for ongoing problems. We also wish to continue to provide the same level of access for patients with urgent problems needing an appointment on the same day.

For several years we have had a policy of asking patients to “ring back on the day” for appointments with a particular doctor if there are, no available pre-bookable slots. We are aware this causes frustration for patients who may have to ring back several times. It is also not time efficient for our staff.
We have therefore decided to move away from this model. Our aim is now to sort out the problem without patients having to ring back. Our reception staff will offer you a variety of options once they have clarified the problems, including:
• A telephone triage appointments with a clinician
• An appointment with our Nurse Practitioner or Pharmacist Practitioner
• An urgent same day appointment with the doctor

For any non-urgent problems which are best dealt with by your own GP, you will be offered the next available routine appointment.
We will increase the number of pre-bookable appointments to make this easier. Please be aware that several of our senior GPs are reaching retirement ages, and have large caseloads. If you would prefer to be seen sooner, it may be time to consider consulting a different GP, who has more availability.

We would therefore ask you not to ring on the day unless it is a problem that needs attention the same day. Appointment slots for the day are no longer available unless the problem is urgent.

Please help our staff to help you, as we try to balance continuing of care with ensuring patients who need urgent medical care are provided for.

Written by
Dr A M Bateman
ALL-HEART
This study is looking at whether the use of a medication called Allopurinol improves the treatment of patients with ischaemic heart disease e.g. angina, heart attack and whether it reduces their risk of having further complications such as a stroke or a further heart attack. 20 patients recruited.

BARACK-D
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. 24 patients recruited.

CANDID
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 at low risk. This research is about finding what symptoms and examinations are best for predicting lung and bowel cancer. 194 patients recruited.

ENTEROSGEL
This study is assessing the effectiveness and tolerance of a treatment called Enterosgel in sudden onset diarrhoea in adults. Enterosgel is an oral treatment used in 30 countries and in some of them for 20 years without reported adverse reactions. 3 patients recruited.

PANDA
This study includes people with depression or low mood where the GP is not sure whether antidepressant medication will help or not. In order to find out who might fully benefit from antidepressants the study will compare the use of antidepressants with a placebo ‘dummy pill’. 4 patients recruited.

PSOREAL
The purpose of this study is to learn more about how psoriasis is managed in real life, in patients who are prescribed skin treatments. The participant will be asked to answer questions about their psoriasis, the impact it has on their daily life, the way the psoriasis is treated and satisfaction with the treatment.

STATINWISE
This study is looking at the link between taking statins and feeling muscle pain. We are looking for patients who have stopped taking a statin within the last 3 years or are considering stopping it due to muscle-related side effects.

STUDIES DUE TO START:
ARISSA
This trial is looking at identifying high risk patients with asthma to reduce the occurrence of severe asthma related events.

DECIDE
This study is interested in patients who have Type 2 Diabetes, where the GP feels that the patient’s sugar levels are not yet controlled.

FOLLOW UP ONLY:
GARFIELD
We are no longer recruiting into this study but are completing follow up data. The study is looking at patients who have had a new diagnosis of Atrial Fibrillation.

MoMMs
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. We are no longer recruiting into this study but we are still completing follow up visits/telephone consultations.

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.
12. Repeat Prescriptions
Please order your repeat prescriptions **at least 2 full working days** before you wish to collect them.
Repeat prescriptions can be ordered:
- **By Hand**
- **By Telephone** - Queen Square: (01524) 843355
  Caton Surgery: (01524) 770888
- **Via EMIS Access** (repeat items only)
- **By Fax**
- **By Letter**
If the items you are requesting are not on your repeat prescription list, processing of your prescription will take longer than 48 hours.

13. 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.

14. 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%

15. 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](http://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

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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.