

We've launched a newsletter!

August 2018 marks the first Queensway quarterly newsletter. The idea came from a very forward thinking and active member of our Patient Participation group, Abbie. Abbie not only had the idea for a newsletter but even went as far as to create a mock up version for us! We hope to include regular updates from the teams, introduce new people, keep our patients up to date on the surgery and give you a taste of the inner workings of Queensway.



Interested in joining our PPG? Speak to Reception today!

The Locality Home Visiting Service

What is the Home Visiting Service? Well, the local Clinical Commissioning group (CCG) are funding an additional service for the GP surgeries in our group to overflow home visits, to reduce the strain on the surgeries having to take time out of clinics to visit all the patients who are unable to get to the surgeries. Queensway are heading up this service on behalf of a group of 8 GP practices in our area. On the team we have Kevin, a Paramedic Practitioner, and Saima, and Advanced Nurse Practitioner. What does this mean for me? Nothing, if you are housebound and need a home visit you just call your surgery in the usual way. For the surgeries though, this means a large proportion of the visits can be handed over to the safe hands of Saima and Kevin who will be out visiting all day, giving a personal and caring service to the patients of Southend and reporting back to the GPs.



A message from the Patient Participation Group

The PPG are very excited that we now have a newsletter providing a platform of communication to you the patients of our fantastic surgery. In our first message we would like to highlight the wonderful range of specialist clinicians that are now available. Our fantastic team includes a Pharmacist, Practice Nurses, Nurse Practitioners and Advanced Nurse Practitioners, Associate Practitioners, Health Care Assistance and a Paramedic Practitioner working on home visits. The reception staff are now trained to better understand how your needs can be met by the right professional in the team and will be happy to make you an appointment to see one of these highly skilled professionals. We think this is a real step forward, allowing the GPs to focus on complex, chronic and multiple condition needs while the other, highly skilled clinicians handle most of what we need day to day.

We would also be delighted to welcome new members to join our meetings. Please contact reception if you are interested in helping our small group engage with the Management and bring new ideas to the table.



Had trouble ordering repeat prescriptions? It's all changing... for the better!

One of the most common enquiries we receive at Queensway is "Where is my prescription?" so we've decide to do something about it. Our system has been the same for years and the management team thought it might be a good idea to think about new ways to organise the process so our patients can find out what status their request is at more easily. With so many requests it can be difficult to see where your request is at the drop of a hat. It could be with a Receptionist being processed, it could be ready to be signed, it could be with the GP, or it could be done already and waiting to be collected. We recognised that the system was missing 2 key things;

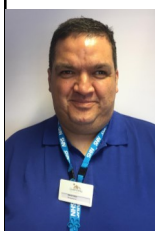
1. A quick way to work out what stage the request was at, and;
2. A way for our patients to know exactly what they ordered.

*If you're not already using **online services**, we would highly recommend signing up (speak to Reception) as this is the best option for repeat medication.* For those not using online services, we have scrapped the old system (which was just to write your request on a bit of paper) and introduced a new system! Now you will find a Repeat request book. When you complete your request in the book you will see it

A new look Reception!

As you can see from our models Kelsey (Right) and Martin (below) we have a new uniform in Reception! Chosen by the team, they are now in royal blue with new name badges and very smart indeed. We also have some new faces in the reception team; Kelsey, Netty & Caroline. All 3 come from various backgrounds but have 1 key thing in common, they are warm and friendly and a great new energy boost to the team. We also say a brief farewell to one of our Senior Receptionists as she takes time off to have a baby, and



 we welcome Martin into the new role of Senior to cover her. He's already doing a fantastic job and now works alongside our other Senior, Helen in supporting Louise in running the Reception team.

has a reference number. There is also a yellow carbon copy of your request for you to take home with you so you have a copy to refer to if you need to. When Reception process the requests, the reference numbers will be kept in a log file. This means if you ever need to enquire about the status of your request, all you need to do is tell us the reference number of your request and we can tell you what's happening. This should make it much easier and quicker for the reception team to locate your request and update you. It also means you have your own copy of what you requested so you can remember how much you asked for and prepare for the next time you need to order a repeat. We hope this new process makes life a little easier for our patients.

Welcoming new GP to the team, Dr Akan Eka

Dr Eka joined us in August and is a welcome addition to the GP team. Having previously worked with us as a student doctor back when he was training, we are delighted to have him join the Queensway team. We asked Dr Eka how his first month at Queensway has been, here is what he had to say:

"It's been great! It's a friendly, warm and proactive surgery. We have good support staff and I feel very welcome here."

An interview with..... Jane Cabby

Janet Cabby is the Practice Administrator and works hard organising all the GP rotas, sending out text messages, organising the rotation of our student doctors, lots of very clever I.T work and she also oversees the PPC team. PPC stands for "Proactive Patient Care" and is a team of dedicated administrators planning and organising everything from flu jabs to annual medical reviews for things like Asthma, COPD, Learning Disabilities and diabetes. We caught up with her to ask her a few questions about her role.

So Janet, What's your favourite thing about the PPC team?

The team itself has bonded really well. We have Racheal, Jeanette and myself. We feel proud of the enthusiasm of the team and it's nice interacting with the patients in a proactive way and helping them ensure they get in for their reviews.



How about all your other work, what do you enjoy most?

I enjoy looking after the GP trainees very much. I like meeting them, creating a good relationship for them to feel happy and secure in the practice, organising their days and managing their schedules. I like being approachable for them to come to me if they need anything. Creating a good working relationship with them.

Outside of work, what are your favourite things to do?

Socialising with friends and family. Having family come to me is always a pleasure.

And lastly, a fun question. If you were a shoe, what kind of shoe would you be and why?

I'm like an old comfy pair of converse trainers. Reliable, comfortable and goes with everything :)

Sign up for Online Services and you can book appointments online and order repeat medication from the comfort of your home or on your mobile phone!



www.queenswaysurgery.com
01702 463 333

Flu Clinics

The flu vaccine is routinely given on the NHS to:

- adults 65 and over (including adults over 18 at risk of flu)
- pregnant women
- children aged 2 and 3
- children in reception class and school years 1, 2, 3, 4 and 5
- children aged 2 to 17 years at risk of flu

Our flu vaccination clinics are in full swing. If you are eligible for a flu vaccination please contact us on 01702 463 333 to book your vaccination

General Information

New Patients

Our list is OPEN! You can download the forms you need to register with us on our website

Please bring completed forms along with some photographic ID to the Reception desk and we will be happy to register you.

Online Services

Register for Online Appointment Booking/Repeat Prescription Requests

We currently offer the facility to book appointments and to order repeat prescriptions electronically. You will need to come into the Surgery with photo identification (driver's licence or passport) and we will arrange for your access to be provided for these services.

Access & Parking

Access is easy - a lift is available to the upper floor and a wheelchair is available for your use. A disabled toilet is also available. Car parking is available for patients while in surgery only. A park-and-pay car park is available in Short Street.

Opening Hours

Please note that the telephone lines at Queensway are closed between 1pm-2pm daily

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| Monday | 08:00 - 18:00 |
| Tuesday | 08:00 - 18:00 |
| Wednesday | 08:00 - 18:00 |
| Thursday | 08:00 - 18:00 |
| Friday | 08:00 - 18:00 |

