

Snow!

4 THINGS YOU CAN DO NOW TO PREPARE FOR SNOW:

1. GET YOUR FLU JAB

The annual flu vaccination is offered free to people who are most at risk from the effects of flu.

2. PREPAIR YOUR CAR

Use a proper anti-freeze screen wash and check your tyres have enough tread and pressure. Stock the car with ice scraper, de-icer, jump leads, shovel, blanket & torch. For longer trips think about food, water and medicines too.

3. CHECK YOUR HEATING – YOUR HOME SHOULD BE HEATED TO AT LEAST 18 °C

Cold weather can be a risk to your health, particularly if you are over 65 or have health conditions. The cold thickens blood and increases blood pressure, and breathing in cold air can increase the risk of chest infections.

4. CHECK YOUR PIPES ARE INSULATED AND KNOW WHERE YOUR STOPTAP IS

Insulate your pipes. You'll keep the heat in and also reduce the risk of frozen pipes which can burst. It's also important to know where your stoptap (also called stopcock) is. This will enable you to turn off the water to your home

quickly should there be a problem.

Interested in joining our PPG? Speak to Reception today!



Productive Practice

We recently linked up with a company called Xytal who specialise in helping companies improve their processes and efficiencies. We looked at how we process letters from hospitals. We discovered some letters spent a lot of time bouncing from department to department, after it had been read and dealt with, because many weren't sure how to file it. We also found a pinch point in the computer system which was causing the hold up. By changing our process and re-training everyone we were able to reduce the time it takes for a letter to move through the system from average of 5 days to average of 1 day. It was great fun and the team was a great bunch of receptionists, secretaries, administrators, doctors and managers.

Team work!

A message from the Patient Participation Group

We would like to focus on recruiting additional members to join our PPG. If you are interested in health and social care issues on behalf of the wider patient interest and would like to get involved in discussions with the management about the range and quality of services provided at Queensway then we would be delighted to have you join our small group.



CQC Inspection on the 4th December 2018

So it happened, we got the email... "We will be inspecting your surgery in 2 weeks" it said.

Two weeks! That really does not feel like long enough! So much to do!

First things first, we called a meeting. We got everyone together the following day; Partners, GPs, Nurses, HCA's, Administrators, Cleaners, Receptionists... everyone. In our meeting we talked about the impending inspection and got everyone's worries and fears out the way early. Then we put together action teams, 1 team for each area (Safe, Well-led, Caring, Effective and Responsive).

The action teams met over the next 3 days and looked over the Key Lines of Enquiry for their given area. Each team worked really well together sparking ideas off each other for how we could demonstrate our compliance with these areas.

One of the things the inspectors usually do is chat to staff and ask them questions. This is really to check what they are learning is not just managerial hypothetical nonsense but real-life everyday routine stuff. We have a lot of staff so it can be hard to know that everyone knows everything they should know (such as where they can access policies or where the oxygen is stored or who the fire wardens are). What we did was make a staff handbook full of information we think everyone should



know and gave this out to everyone at the start of the 2nd week. Then we went round quizzing people, and they knew all of it!

On the day, we were so pleased to have put in all the effort, because honestly, it was great!!! The inspectors put us at ease and carefully went through their checklist. We had all our policies on our intranet so when we were asked for 3 specific policies, we had them right there and could bring them up on the screen in a click.

At the end of the day, they sat the partners and Practice Manager down to share a brief overview of their findings. This was a fantastic opportunity to learn from them.

Their feedback was very encouraging and they took special time to highlight how organised the Practice Manager is and to recognise the journey the whole surgery has been on over the last 4 years.

They overwhelmingly gave positive feedback so we are very hopeful to receive "Good" in all areas.

Awards awards awards!

Queensway were shortlisted 6 time for the CCG Quality awards: Abigail (from our very own PPG group!) for Public Engagement, Louise (Reception Supervisor) for Leadership, Queensway Management Team for Public Engagement, The Queensway Home Visiting Team for Partnership Working and our amazing cleaner Carol Johnson for Unsung heroes AND the People's choice award! CAROL WON THE PEOPLE'S CHOICE AWARD!!!

We also have our own annual internal awards, just for fun. This years winners:

Best Laugh: Administrator Jackie (for 2 years running!)

Most Helpful: Reception Supervisor Louise

Maker of the bet cup of tea: Secretary Debby

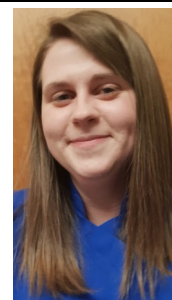
People's Choice: Reception Supervisor Louise



Welcoming new Receptionist to the team, Ellaine Beaumont

Ellanie joined us in December 2018 from her background as a Receptionist in the GP part of A & E. We asked her how she found her first few weeks, she said:

"It's challenging but rewarding. Since I have arrived at Queensway I have found there is so much to learn and to do, the team are helpful and the patients are lovely."



An interview with..... Julie Judd

Julie works as a Secretary in the secretarial team along with Debby and Sharon. They focus mainly on referrals and helping the GPs with their admin. The team was formed a long long time ago, originally using dictation equipment to type up the doctors letters using headsets and foot pedals! Now they have developed into a sophisticated team of referral experts, working together to support the GP team. Recent new GPs to the surgery have said the support from the Secretarial team is outstanding and one of the main reasons they chose Queensway surgery over all the rest!

We asked Julie a few questions about her work in the secretarial team.

So Julie What's your favourite thing about the Secretarial team?

My favourite thing about the secretarial team is that we all get on so well together and we are friends rather than just work colleagues.

What do you enjoy most about your work?

I enjoy helping people and the satisfaction in knowing that you are helping to get their medical problems dealt with.

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

Going out for meals, socialising with friends and family, spending time with my grandchildren.

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

I would be a flip flop because I love to be on holiday and travelling to different destinations!



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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

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

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30

