



## Welcome to Queens Medical Centre's 1st Newsletter...from Dr Jane Sinclair, Executive Partner

Welcome to our first Practice Newsletter which we hope to produce every quarter to update you on any relevant information and issues affecting the practice.

I would like to start by welcoming the staff and patients that have joined Queens Medical Centre from Boutport Medical Centre over the past 9 months. Change is always a challenge and I hope that we have continued to provide a good service for our existing patients too. We welcome feedback at any time on how we can improve and also on what is working well.

We continue to provide care for patients with long term conditions by well qualified Practice nurses with specific skills in those areas and we are excited to be employing more Nurse Practitioners. Annie and Claire can see patients on the day that phone in with acute ailments and Ben, our Clinical Pharmacist, provides telephone and face to face appointments for medication advice and minor ailments. Our skilled team of Care Navigators will direct you to the most appropriate appointment so it is really important for you to give them enough information to enable them to do so.

### Recent Comments from Patients

*"I've had Dr Kalsi since he started a long, long time ago, he's best doctor I ever had in my life..."*

*And staff here go out way to help with anything."*

*"Thank you all for looking after me so well!"*

*"The receptionist are so polite and make you feel welcome."*



Some of the Queens Medical Centre Staff

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## Welcome cont'd

As GPs we always strive to want to provide the best care for our patients and are continually monitoring our appointment system. Currently the service we offer is a same day telephone call with a health care professional and a face to face appointment if needed. Calls can be at a time to suit patients and appointments can be longer to deal with more complex issues. We have increased the availability of online pre-bookable appointments.

We are really pleased with the high level of building work that was completed in record time to provide us with more consulting rooms to accommodate our increased staff numbers. The waiting rooms are now much brighter and more welcoming. The next phase of any adaptations to the premises would be improvements to the front entrance and Reception area.

## Visit our Facebook & Website pages



Our active Facebook page is found at [www.facebook.com/queensmedicalcentre/](http://www.facebook.com/queensmedicalcentre/) and our homepage is [www.queensmc.com](http://www.queensmc.com). Both contain really useful information and our website also has links to booking appointments, requesting repeat medication and updating your contact details.

## Missed Appointments

Every appointment that is not attended means that another patient has to wait longer to be seen.

In April, 218 appointments were not attended. This works out as 56 hours and 1 minute of appointment time wasted.

If you cannot keep your appointment please let us know ASAP, someone else may urgently need the appointment!

We appreciate that there are times when you cannot attend your appointment but we do ask that you please cancel these to allow others to utilize your appointment.

The Practice is continuously looking at ways to reduce the number of Did Not Attends.



## Medical Students

You may be aware that there is a national shortage of GPs and so Medical Schools are sending students out for more time in the community to encourage them to follow this career footpath. We really enjoy teaching students here at QMC and hope you, as patients find this acceptable and so for the next academic year we will be taking students in years 3,4 and 5 of their training from Exeter Medical school. Appointments with the students usually take a little longer than just seeing the GP but you always see the GP as well.

## Subscribe to Our Newsletter

To receive future newsletters by email visit <http://po.st/w8S2Ma>.

## Contact Us

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## Patient Participation Group (PPG)

This is a group of patients registered with the practice who have an interest in the services we provide. The aim of the group is to represent patient views and to work with the surgery ensuring that we continue to provide a high quality of service.

The group has been running for a number of years now and has been helpful in encouraging patients to use our electronic check-in system, they have run surveys looking at the service we provide to see what could be improved and even provided some artwork for a waiting room!

If you would like to get involved please contact Zoe Bere, Reception Manager or sign up online at [http://www.queensmc.com/survey\\_signup.aspx](http://www.queensmc.com/survey_signup.aspx).

## Feedback

You may wish to leave feedback with us when visiting the Practice using the Friends and Family Test feedback cards, in person, or online via the NHS Choices website (<http://po.st/26wPVS>).

We always welcome any constructive feedback with regard to our services and your experiences. It helps us to review our practices, policies and shape our services of the future.



# Family Snack Challenge


Stick this 7 day family snack challenge to your fridge and see how healthy snacks can be tasty snacks. Don't forget to click the box each day when you complete a challenge! Register at <https://www.nhs.uk/change4life>

**Stick me on the fridge!**  
(Write your family's name here!)

## Family Snack Challenge

**How to play:**  
Take our 7 day family snack challenge. Don't forget to tick the box each day when you complete the challenge!

**Ask your parents to download the free Food Scanner app to see what's really inside your food and drink. Discover which ones are the healthiest! Search 'Food Scanner'**



**"What do two bananas do when they meet each other?"**  
A banana shakel!

**Start here:**

**Day 1 Fruity snack**  
Try a new fruit for your snack today – how about a peach, pineapple chunks or a mandarin?  
We did this

**Day 2 Adventurous veggie**  
Have a 'vegie' snack such as carrot, pepper or cucumber sticks with a lower-fat dip.  
We did this

**Day 3 Packaged snacks?**  
Try sticking to 2 a day max!  
We did this

**Day 4 Say no to 'reds'**  
Use the FREE Change4Life Food Scanner app to choose snacks with no 'reds'.  
We did this

**Day 5 Drink smarter!**  
Ditch the sugary drinks for water, lower-fat milks, sugar-free or no-added sugar drinks. Try iced water with your favourite fruit.  
We did this

**Day 6 5 A Day champions**  
Fruit and vegetables are a perfect snack – and count towards your 5 A Day. Try having all of yours today!  
We did this

**Day 7 Create your own**  
It's your turn to think of a healthy snack challenge! How about swapping your usual snack for a less sugary one? For more ideas, search Change4Life.  
Write here:   
We did this

**"Why aren't grapes ever lonely?"**  
Because they come in bunches!

Search **Change4Life** for more healthier snacking ideas

## Be Clear on Cancer Breast Cancer in Women over 70

Margaret Underwood,  
cancer survivor



**NHS**

### Margaret Underwood, aged 76

“Like many women over 70, I don’t tend to look at my breasts very often. But when I spotted some changes to my breast in April 2012, I knew I needed to act quickly. One of my nipples and the skin underneath had changed, so I made an appointment to see my doctor straight away. I was sent for tests and diagnosed with breast cancer.

Although I suspected cancer, it was still a shock to hear - I didn’t realise that the older you are, the more likely you are to get it.

Thanks to treatment, my tumour was successfully removed. I’m so glad I acted quickly. I would urge other women to be aware of changes to their breasts.

If you notice something out of the ordinary, visit your doctor straight away.”

**1 in 3 women  
who get breast  
cancer are over 70,  
so don’t assume  
you’re past it.**

**BE CLEAR  
ON CANCER**

### What will happen at my GP appointment?

You’re not wasting anyone’s time by getting your symptoms checked out. It’s much better to be sure – your mind will be put at rest if it’s not serious.

At your appointment, your GP may ask about your symptoms, family history and carry out a physical examination of your breasts.

You may also be referred to a hospital to see a specialist if further examinations and tests are needed.

If you’re over 70, you can ask for a free screening every three years. Just get in touch with your local breast screening unit to make an appointment (find your local unit on NHS Choices at [nhs.uk/breastscreening](http://nhs.uk/breastscreening)).

Whatever your age, and even if you attend screening, it’s important to remain breast aware. If you find anything unusual or notice a possible symptom, don’t wait for your screening appointment – see your doctor right away to be on the safe side.

Read more at <http://po.st/b26LPp>.



## Dr Richard Holman

It is with sadness that we announce that after 26 years at Queens Medical Centre, Dr Richard Holman will be retiring at the end of September.

We will be recruiting for a replacement GP however in the meantime we are privileged to have two excellent Nurse Practitioners in Ann-Marie Reynolds and Claire Conlan, as well as Ben Thompson, our own Clinical Pharmacist and we are also pleased to announce that we will be joined by Lisa Sloley, Nurse Practitioner at the beginning of June. These together with the GPs and Nursing staff will continue to provide the best care for our patients.



Dr Richard Holman says: *"It is with very mixed feelings that I announce my intention to retire at the end of September this year. My medical career began 39 years ago when I entered Charing Cross Hospital Medical School with the aim of becoming a country GP.*

*"I feel extremely fortunate that I found my way to Queens Medical Centre where I achieved my dream, working with a superb team in the most idyllic surroundings.*

*"I will carry away with me many happy memories of an extremely rewarding as well as an incredibly challenging career where no two days were ever the same.*

*"I am very impressed by the plans that the team have to drive the practice forward and know that I will miss not being part of the exciting future that lies ahead for the Practice and patients."*

We hope you have enjoyed our first newsletter and have found it informative. Remember if you would like to sign up for future editions, visit here <http://po.st/w8S2Ma>.