

# Quaypoints January 2017

The Patient Newsletter for East Quay Medical Centre

## Getting to East Quay from January 2017 until summer

From January there are road works near East Quay Medical Centre that will affect how you travel to and from the surgery. This is likely to be until late summer.

During the road works there are number of things you can do to help:

- If you do not need to be examined, a telephone consultation may be appropriate. Reception can help you decide whether you need a face to face or telephone appointment.
- Please allow more time to get to the surgery for your appointment in case of traffic queues.
- Please avoid requesting home visits if you can get into the surgery as visits will take longer than usual for the GPs due to the traffic and this then reduces the appointments they can offer in the surgery, leading to longer waiting times.
- Please use online repeat prescription ordering and the electronic prescription service to avoid having to come into the surgery a number of times to order your prescription, collect it and then take it to the pharmacy. If you haven't yet been set up for this, please ask reception to do this for you.



The transport planners tell us that the traffic in the town will flow well. So whilst there will be a longer route for some, it should avoid getting stuck in traffic jams. We are working very closely with the Hinkley C team and the Workmen to ensure that any problems are identified and resolved quickly.

If you need to get to the surgery:

- You can still access the medical centre from both directions along East Quay:
- You can come up East Quay from the town centre
- You can turn right from the NDR/Homberg Way
- You can turn left from The Drove

**BUT you cannot come down Wylds Road as this is a one way system.**

**So, if you come from Junction 23/Puriton/Pawlett, please come down Bristol Road, turn right into the Drove and then left into East Quay.**

**To get OUT of the surgery:**

- **You have to turn left to go up to the town centre.**

From there:

- o To get to the west of town (Durleigh/Wembdon/Cannington etc) go through the town instead (either along The Clink up to Penel Orlieu or the docks) or over the town bridge
- o To get north (Pawlett/Puriton/J23) you need to turn left at the East Quay/Clink traffic lights, go past Sainsbury's, turn left at the Cross Rifles/Canon Roundabout. Then turn left into The Drove, then turn right by Riders onto Wylds Road, then turn left onto Bristol Road.
- **You can NOT turn right out of Symonds Way. This means you can NOT get to the NDR/Homberg Way or Wylds Road or The Drove directly from East Quay Medical Centre.**

**Bus services should continue run to East Quay Medical Centre.**

**Reception: 444666**

**Prescriptions: 446006**

[www.eastquaymedicalcentre.com](http://www.eastquaymedicalcentre.com)

**Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141**

## Do you need any travel Vaccinations?

Travel abroad for a variety of purposes, including holidays, business and visits to friends and relatives, increases all the time. The aim of this protocol is to ensure patients are given the correct advice and vaccinations in a timely manner before travelling abroad.

### Pre Vaccination

- The patient needs to complete a Travel Health Questionnaire which is in the appendix of the travel leaflet. These are obtained from reception and the patient must complete a separate form for each person travelling in the party and return it to reception within **six** weeks of travelling.
- If a patient approaches the practice for last minute advice or vaccinations they may be referred to private travel clinics.
- Receive a Travel Information Leaflet from reception
- Reception will pass the questionnaire to the Practice Nurses who specialise in travel health for assessment by putting it into their post tray,
- Practice Nurse will assess the form, consult the National Travel Health Network and Centre website (NaTHNaC) to ascertain what/if any vaccinations are advisable, then will contact the patient to book an appointment and also inform the patient of any payment that is required. Payment must be made before the patient has their appointment, either by credit/debit card or cash. Some vaccines, the less common ones such as Japanese Encephalitis, are not ordered until the patient has paid for them.

### Nurse Appointment

The Practice Nurse will do a risk assessment with the patient which will include asking:

- Which countries are to be visited
- Their itinerary in the countries-coastal, rural, cities
- Reason for travel
- Method of travel-backpacking, camping, hotel
- Advice on what vaccinations are needed and that it is the patients choice if they have them
- Ascertain if there are any adverse reactions to any vaccines
- Ascertain if there are any allergies
- Ensure the patient signs the consent form
- List on the form the vaccines that are given
- Ensure, before administering the vaccine that it has been paid for, if necessary.

### Please remember ....

**If your GP has asked you to book an appointment for blood test, blood pressures etc, during your consultation, PLEASE, remember to book this appointment before you leave the surgery. This will not only ensure you get an appointment sooner but will also save you having to call the surgery later.**

**Thank you**

## Zing Somerset

Have a **Free NHS Weight Management Course**  
At **East Quay Medical Centre**

Starting on Tuesday 26<sup>th</sup> January,  
9.15am to 10.45am

There are limited places so if you are ready to make a change and are available to attend the sessions and have a BMI of over 25, please book your place by calling

Vivien or Susan on **0800 412 5502**