

Kingswood Health Centre Patient Newsletter

Summer 2018

www.kingswoodhealthcentre.co.uk



If you would like a copy of this document in larger text, please let the surgery know

The Role of a Receptionist

A GP receptionist needs to possess numerous skills and attributes to enable them to perform their role to the best of their ability.

There are posters displayed in the waiting room which outline some of the responsibilities and skills required and you will see from these that a receptionist needs to have a very broad spectrum of knowledge, liaising with numerous clinicians, healthcare professionals, pharmacies and of course, most importantly, our patients, (of which there are currently 12,460!) to name but a few.

Our receptionists try at all times to make our patients feel valued and important and strive to ensure that all questions and queries are dealt with in a professional, caring and supportive manner.

Clear communication and listening are key and there may be times when the receptionist has to ask questions of the patient to ensure that their appointment is booked with the most appropriate clinician.



We often get queries and questions which we are not able to answer at the time of asking so please bear with us as we will always do our best to get back to you with an answer as soon as we can, even if it not the response you were expecting or hoping for. Similarly, if an appointment is not available, we would try to offer an alternative, such as a telephone call or a message to the GP for matters which are important to you, the patient.

The receptionists' role is extremely varied, diverse and, at times, stressful, in what is a very busy practice and we do try at all times to give the best possible patient service possible.

It can also be a very rewarding job, especially when compliments are given and patients show their appreciation for what can be a very difficult role. Should you have a particularly good experience with our reception team, please visit our NHS Choices page and leave a positive review.

August Bank holidays

The surgery will close at 6.30pm on Friday 24th August, re-opening on Tuesday 28th August at 8am.

If you require medical attention during this time, please ring 111 for general problems, or 999 if a life threatening emergency.

Useful Information:

**We are open from:-
8am to 6.30pm
on Monday to Friday**

**Appointments:
(0117) 3012080**

**Out of Hours Care:
111**

If you have any comments or queries about the service we provide at Kingswood Health Centre, or any issues raised in this newsletter then please contact:-
Nicole Canty-Davis, Operations Manager, by email (via the comments section of our website) or by letter.

Confidentiality

Staff at Kingswood Health Centre are respectful of patient confidentiality at all times. We have a confidentiality sign in place requesting that patients queue away from the reception desk in order that patient privacy is upheld. We ask that all patients adhere to this request.

Stop Smoking Clinic

We now run Stop Smoking Clinics at the surgery. We have two Smoking Cessation Advisors and clinics currently run on Monday 15.15-18.00 and Thursday 9.00-12.00. Please speak to one of our Reception team to book an appointment.

What is a Carer?

If you are caring for a family member, friend or someone in the general community, you are a CARER.

Tasks undertaken by carers can include:

Attending to meals, medicine and hygiene
Being ready to forfeit a nights' sleep or precious *me* time
Being ever ready with essential TLC
Giving up your rest for the needs of those you care for

We have many Carers registered at the surgery, to which we give our thanks and support.

If you are a Carer and have not already done so, please register at reception in order that your needs can be taken into account. A Carers pack will be sent to you with all the information you need (you will also be offered a free flu injection).

DNA Appointment's – DID NOT ATTEND

As of 13th July 2018, Kingswood Health Centre had **1055** lost appointments this year due to patients not letting us know that their appointment was no longer required. The effect of this is that we would have been able to offer an appointment to 1055 additional patients.

If you have an appointment that you no longer need please remember to cancel your appointment so that it may be offered to someone else. You can cancel any unwanted appointments by telephoning the surgery or texting the word CANCEL to your appointment reminder text. If you have online access for booking appointments and ordering repeat medication you can also cancel appointments using this service.

We will also be monitoring our DNA level closely throughout the year to identify patients who repeatedly fail to attend.

Hearing Aid Batteries

We have been advised by St Michael's Audiology department that, from 1st July 2018, they will no longer supply surgeries with hearing aid batteries.

A full years' supply of batteries will be provided for the patient at their initial fitting at the hospital and further boxes will be available at ongoing appointments/clinics.

If you need any batteries, have any queries or need advice, please contact St Michael's or Southmead Audiology department.

Reception Uniform

Some of you may have noticed that members of our Reception team now have a uniform! The Partners and Management decided that this would give a smart and professional look and make members of the Reception team easily identifiable to patients.

General Data Protection Regulation (GDPR)

As of 25th May 2018, new Data Protection regulations are being introduced. Keeping your data safe and secure is our top priority. The changes won't alter the way we use and protect your personal information, but it will make it easier for you to find out how we use it. There is no action that you need to take. However, the surgery has produced a 'Privacy Notice' to give you more details on how we use your information, a copy of which is available to read in our waiting room (a child friendly version is also available). A link is also available on our website.



Text Messaging Service

The Practice is now looking to use text messaging as an extra means of communicating with our patients. Not only will we be able to send text reminders for appointments, but our GPs and receptionists will be able to send messages in general, including test results, prescription information or the need to book an appointment, amongst other things.

However, we are not able to provide this service without your consent. If you have not given consent and would like to opt in to our text messaging service, please come to reception to sign a simple form which will enable us to set this up for you.