

Kingswood Health Centre Patient Newsletter



Winter 2018/2019

www.kingswoodhealthcentre.co.uk



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

Online Access

Did you know that patients are able to register for our online access service? This will enable you to order repeat prescriptions online and also book (and cancel) GP appointments, depending on availability. If you wish to sign up for this service you will need to register an account with 'Patient Access'. Please come into the surgery with photographic ID, such as a Passport or Driving Licence, and a member of the Reception Team will be able to provide you with the relevant documentation required to enable you to sign up for the service.

PPG Carers Information Day

This event was held at Hanham Methodist Church on Thursday 1st November and was organised by the Cluster PPG as part of the remit to support and encourage Health Promotion in our locality. 14 invited organisations attended, including the Carers Support Centre, Age UK and our local library to name a few. The event was well attended and received positive feedback from those who attended and from the representatives of the organisations present.

Kingswood Health Centre has a dedicated area of the waiting room for information leaflets relating to benefits and support available to Carers. If you require a Carers Information Pack, please let one of the reception team know and we will arrange for one to be sent out to you.

Christmas and New Year Opening Hours

Christmas Closure - The surgery will close at 6.30pm on Monday 24th December, reopening on Thursday 27th December at 8am.

New Year Closure - The surgery will close at 6.30pm on Monday 31st December, reopening on Wednesday 2nd January 2019 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 web-site) or by letter.

Please allow adequate time over the Christmas and New Year period when ordering your repeat medication, bearing in mind that the pharmacies may require extra time to dispense.



Reason for Appointment

When you ring to book an appointment, you may be asked to give a reason for the appointment in order that we may direct you to the most appropriate clinician. If you would prefer not to divulge this information, please let the receptionist know.



DNA Appointments – DID NOT ATTEND

As at 30th November 2018 Kingswood Health Centre had **1835** lost appointments due to patients not cancelling or letting us know that their appointment was no longer required or simply not turning up. The consequence of this is that we were unable to offer an appointment to 1835 additional patients.

We will be continuing to monitor our DNA levels closely throughout 2019 to identify patients who repeatedly fail to attend. If, at any time, your appointment is no longer required, please inform Reception who will cancel the appointment and make it available to another patient.

In addition to this, **26%** of patients that booked an appointment for a Flu vaccination during one of our Saturday clinics failed to turn up for their appointment.

Please could we ask that as many of you as possible register your mobile number with us, together with your consent for us to contact you by text message. This will mean that a text will be generated reminding you of your appointment and giving you a very convenient way of cancelling it.

Your co-operation in this matter would be greatly appreciated and will increase appointment availability, albeit in a small way.

Chaperone Request

If you would like a chaperone to be present during your consultation, please speak to a member of the reception team before your appointment or your clinician who will be happy to organise this service for you.

Emergency Appointments for Christmas and New Year Period

Please be advised that, from the 17th December 2018 until 4th January 2019, the number of routine pre-bookable appointments available will be reduced and the number of emergency appointments will be increased to help with patient demand during this potentially busy period.

New Staff

We would like to welcome the following members of staff to our team.



Dr Rosie Campbell-Salaried GP



Dr Kate Hosie
Maternity cover for Dr Hempton

We would like to wish all our patients a Merry Christmas and a Happy and Healthy 2019!!