

Updating Your Records / MJog

Please help us to keep your records up to date by telling one of our receptionists if you have changed your address or telephone number recently.

We would also be interested to know if you have the use of a mobile phone so that we can add those details to our records. We have recently enhanced our computers with some software called MJog which automatically sends a text message to patients reminding them on the day before that they have an appointment booked the next day at the surgery.

We have had some very positive comments from patients about this but, of course, it only works if we have details of your mobile phone number, which we add to your records.

If you want to take advantage of this please ask one of our receptionists.

Wasted Appointments

Sometimes it is difficult for patients to obtain an appointment at the time they would like, but this isn't helped by those patients who book appointments but then fail to turn up – 50 last month! So please let us know if you no longer need your appointment.

**Kingswood Health Centre
Alma Road
Kingswood
Bristol
BS15 4EJ**

We are open from:-

**8:30am to 6.30pm
on Monday to Friday**

and also from

**8.30am to 2.00pm
on Saturday**

Appointments: 0117 961 1774

Out of hours: 0845 121 0504

NHS Direct: 0845 4647

Web-site

We are noticing that more and more patients are accessing our web-site for information about the surgery and the services we offer. If you are able please take some time and have a look and let us know what you think and how you consider it might be improved. You'll find it at:-

www.kingswoodhealthcentre.co.uk

For more information about Kingswood Health Centre, please contact:-

Robert Baggs - Practice Manager.

Kingswood Health Centre

Patient Newsletter

Winter 2009



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Patient Newsletter

Introduction & Staff Changes

Well at long last the latest edition of the Kingswood Health Centre Newsletter is available. Since the last newsletter there have been several changes to the team at Kingswood Health Centre.

Dr Moore has now retired after 30 years service and he has been replaced by **Dr Rebecca Pegden** who was previously working here as an associate GP.

We would like to welcome to Kingswood **Dr Lucy Puddicombe** who joined us in June in place of Dr Pegden and **Helen Bradbury** our new Nurse Practitioner who joined us in October to work with Jane Bennett. Finally, I joined the team on the 1st April as Practice Manager and look forward to ensuring that patients continue to receive a great service and hope to make improvements where possible. To that end I would like to add that I am always ready to hear and follow up comments and, if necessary, complaints, so please feel free to contact me if you need to.

I am very pleased to be working with the team here at Kingswood and look forward to an interesting and exciting future here.

Robert Baggs

Robert Baggs – Practice Manager.

Christmas & New Year Opening Hours

The Surgery will be closed on Christmas Eve (Thursday 24th December) from 1.00pm and open again on Tuesday 29th December at 8.30am.

We will also be closed from 1.00pm on New Year's Eve (Thursday 31st December), opening again on Monday 4th January 2010 at 8.30am.

The Out of Hours (0845 121 0504) service run by FrenDoc will be available for patients needing urgent medical attention during the periods we are closed. Patients can also contact NHS Direct (0845 4647) and attend NHS Walk-in Clinics.

The Doctors and Staff would like to take this opportunity to wish all our patients a peaceful and restful Christmas and a Happy New Year.

Repeat Medication

We would like to remind patients, that if they are taking repeat medication, they should check well in advance that they will have an adequate supply over the holiday period and arrange, where necessary, for a repeat prescription to be ordered a little earlier than normal.

Kingswood Health Centre Re-development

We reported in the last newsletter that we were hoping for more definite news in the near future regarding this project.

Well, after much negotiation with all those involved in the planning of such a development we are pleased to say that we have now drawn up plans which are currently going through the appropriate approval process with the local authorities.

We realise that our patients here at the Health Centre and our neighbours in Kingswood will want to know what is planned and so we have arranged to hold an Open Evening on **Tuesday 8th December from 5–7.30pm** when the team involved will be presenting plans and answering questions about this ambitious scheme.

We appreciate that there will be some disruption during the building work but we would like to reassure everyone that we will do our best to limit this and hope that everyone will join with us in welcoming this improved facility for our community.