

Kingswood Health Centre Patient Newsletter

Spring 2021

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PATIENT PARTICIPATION GROUP (PPG)

Hello my name is Geraldine Wiltshire, but I like to be known as Gerry. I am the Chair of the Patient Participation Group (PPG) here at Kingswood Health Centre. I am a patient just like you.



You may be asking what the PPG is, as did I before I became a member.

The PPG works with Kingswood Health Centre to find out a little more about what patients feel about various issues which may affect them, with a view to making improvements where these are deemed appropriate.

The PPG is;

- A link between patients and the surgery
- A way to work with the practice and improve how patient needs are met
- A place to gather and give patient's views on Services
- A place to give honest and helpful feedback and create new ideas
- A group that organises/helps with patient education events and patient surveys

We are all volunteers and are always looking for new members to join the group.

Any Patient at Kingswood Health Centre who is over 16 years old can become a member. We meet quarterly, formally on a Tuesday between 1pm - 2 pm but also meet together monthly as a group at present to discuss ideas together.

If you are interested in becoming a member then please contact the surgery, who will pass on your details to me, and I will be happy to discuss this with you.

Easter & May Bank Holidays

Easter - The surgery will close at 6.30pm on Thursday 1st April, re-opening on Tuesday 6th April at 8am.

May Closures - The surgery will close at 6.30pm on Friday 30th April, re-opening on Tuesday 4th May at 8am, and will also close on Friday 28th May at 6.30pm re-opening on Tuesday 1st June 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.



Covid Vaccination Update

Kingswood Health Centre, as part of the 4PCN Primary Care Network, have worked with our network practice colleagues – Hanham Health, Cadbury Heath Healthcare and Close Farm Surgery – to deliver over 22,000 vaccinations to patients in our surgeries.

This has been achieved through the amazing goodwill and dedication of our practice teams, of whom we couldn't be prouder.

We are continuing to support the vaccination programme with clinics running every week for eligible patients.

Patients over the age of 55 can book direct with the mass vaccination centres via the NHS website but will not be able to book in with the surgery via this mechanism. If you are in the eligible cohorts and haven't been contacted by us yet, rest assured you will be.

If you are vaccinated elsewhere your medical record will be updated with this information so we will know not to call you. However there is a small delay between the vaccination being given and your record being updated so please don't be surprised if we contact you and you've already had it or booked an appointment elsewhere. The key thing is that everyone eligible takes up the offer of a vaccine when they receive it.

DNA Appointment's – DID NOT ATTEND

From 1st January 2021 until 28th February 2021 Kingswood Health Centre had 233 lost appointments 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 233 additional patients.

In the whole of 2020, approximately 1138 appointments were lost at Kingswood Health Centre through patients not attending.

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, if you have online access for booking appointments and ordering repeat medication, you can also cancel appointments using this service. We have been looking at alternative ways for you to advise us of cancellations and now offer a text service to 'cancel' your appointment. We will also be monitoring our DNA level closely throughout the year to identify patients who repeatedly fail to attend.

Repeat Medication ordering for Easter

When ordering repeat medication for the Easter period, please ensure you allow extra time, in addition to our usual 48 hours requirement, for your prescription to be processed. Please note that pharmacies may require additional time to dispense.



Happy Easter to all our patients from the staff at KHC!