

Kingswood Health Centre Patient Newsletter



Winter 2021/2022

www.kingswoodhealthcentre.co.uk



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A year ago we embarked on the vaccination programme. Within a matter of weeks we had to design a service to allow us to vaccinate our patients at speed. As always, Kingswood Health Centre rose to the challenge and became one of the top performing providers in the CCG area. A year on and we are still providing that service, albeit now for booster jabs. Our staff have worked tirelessly over the last year to support the vaccination campaign alongside returning to our "business as usual". The vast majority of clinics have been worked as extra hours to attempt to minimise the impact on patient care. It has been a very hard, but rewarding year.

In April we reopened our doors and switched off the intercom. In August we returned to pre-bookable appointments with GP's and advanced practitioners. In September we returned to offering patients the choice of a face-to-face appointment or a virtual one.

Every step of the way we have listened to the needs of our patients and done our best to balance those alongside maintaining the health and safety of those patients, as well as our staff.

We have had to adapt many processes in order to achieve that balance. We still have to triage certain conditions over the phone before a physical assessment can be offered - this is for safety reasons. We no longer accept prescription requests over the phone - this is also for safety reasons. We have had to reduce certain services such as minor surgery and spirometry - again for safety reasons. Our patients have, in the main, supported us along the way.

We understand that it can be frustrating still to try and book an appointment, or that some of our policies are viewed as inconvenient. We are experiencing the highest levels of demand we have ever seen, alongside staffing issues such as isolation, sickness and planned leave. Whilst we are an NHS service we are also an employer, and we have responsibilities to maintain under both roles. We are recruiting more staff and have two new practitioners starting with us in the new year, as well as Dr Ray's return from maternity leave.

Please understand that we are doing everything we can to maintain the excellent service we have always provided. We continually review our processes to ensure we are maximising our capacity and availability. We appreciate the steps patients have taken to be able to help themselves and reduce unnecessary appointments by visiting their local pharmacy, being referred to the community pharmacy scheme, seeking out self-help options and calling 111.

There are still challenging times ahead, but we will get through them together. My first year at Kingswood Health Centre has certainly been an eventful one, but I am proud to work for this surgery and to serve our patients. I wish you all a Merry Christmas and a prosperous New Year. Robyn Clark, Practice Manager -

Christmas and New Year Opening Hours

Christmas Closure - The surgery will close at 6.30pm on Friday 24th December, reopening on Wednesday 29th December at 8am.

New Year Closure - The surgery will close at 6.30pm on Friday 31st December, reopening on Tuesday 4th January 2021 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:-
Robyn Clark Practice 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.



Staffing Updates Care Co-Ordinators

Jon Morley, Becky Whitlock and Katie Storr now make up our Care Coordinator team, shared with the three other practices in our network. The Care Coordinator's role is to support patients with learning difficulties, serious mental illness, Long Covid, and weight management problems, enabling them to access the care that they are offered. They can also act as a point of contact for this cohort of patients who might otherwise struggle to access care, in the hope of being able to prevent further illness or health problems developing into serious issues. Patients are identified via their medical records or can be referred by the clinical teams at the surgery.

Paramedic Practitioner

Martin Davis joins the practice in February as a Paramedic Practitioner. Martin is very experienced, having previously worked for the ambulance service and as a Paramedic in general practice in Downend. Martin can assist with all minor illness and acute problems. He is also an avid Bristol Rovers supporter!

Dr Akeel Hussain returns to the practice in January. Many of you will have met Dr Hussain already as he finished his GP training with us and has been covering Dr Ray's maternity leave up until November of this year. We are pleased to say that from January he will be joining us on a permanent contract, working 5 sessions per week on Tuesdays, Wednesdays and Friday mornings.

Dr Kerfoot will return from his planned sick leave in January and will be reducing his clinical sessions. His new working days will be Monday, Tuesday and Wednesday.

Retirement

Our Lead Nurse, Kim Cooke, will be retiring in March 2022 after XXX years at Kingswood Health Centre.

Kim has been a key member of the nursing team for many years and had deferred her retirement plans when the pandemic started. We are so grateful to have had her support over the last 18 months. She was absolutely key in developing our plans for the vaccination programme and we could not have done it without her and the nursing team. Kim may still pop up from time to time doing some ad-hoc shifts, so it's only ta-ta for now! We are currently advertising for a new treatment room nurse who we hope to have in post before Kim leaves us. Watch this space!



*We wish our patients a very Merry Christmas and a
Happy and Healthy 2022!*