

Kingswood Health Centre Patient Newsletter

Summer 2022

www.kingswoodhealthcentre.co.uk



Useful Information:

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

Appointments:
(0117) 3012080
Out of Hours Care:
111

IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN LARGER TEXT OR A DIFFERENT LANGUAGE, PLEASE LET THE SURGERY KNOW.

Staffing Update

As some of you may know, in July Dr Rosie Campbell left the surgery to relocate back to Scotland to be closer to family. We wish her all the best. From the 7th of September we will be joined by Dr Abigail Teague. Dr Teague has recently finished her GP training and joins us from a surgery in Bath. Her working days will be Wednesday mornings, Thursday mornings and all day Friday. We are pleased to welcome her to the team!

We have also been joined last month by a new Clinical Pharmacist, Mejebi Eyewuoma. Mejebi joins us from community pharmacy in Yate. He is an independent prescriber and can assist patients with queries about their medication, carry out medication reviews and annual health checks for certain chronic conditions. Mejebi will be working Mondays, Wednesdays and Fridays as part of our in-house pharmacy team.

Over the last few months we have also welcomed some new faces to our Reception Team. Lisa, Vicky, Sarah, Beverley and Veronica have all joined us since our last newsletter and are settling into the team really well. We would like to thank our patients for their support whilst the new staff members have been trained up.

We are also currently looking to recruit a new Mental Health Nurse to our team. This post will act as a first contact practitioner, much like our in-house physiotherapist. The nurse will be able to see patients presenting with new, or recently worsening, lower-level mental health issues such as depression, low mood, anxiety, phobias or OCD-type symptoms. The nurse will have longer, pre-bookable appointments to allow them to give patients more time to discuss their mental health, provide a listening ear, help the patient develop some coping strategies and signpost to available services to help the patient access the right ongoing support for their needs.

Bringing in this role aims to help our overarching goal to de-medicalise health problems where possible and where medication doesn't need to be the first line of treatment and support. It also helps us embed our care navigation system where we aim to get patients the right help, first time. By utilising the specialist skills of our staff we help patients to be seen and treated by the right person as early as possible, which often doesn't need to be a GP. This in turn can help free up GP appointments for patients who really need to see one.

How We Are Doing

You may have seen from our Facebook page recently that we are now able to share monthly statistics on our activity.

July 2022 saw us provide 5,577 appointments in total. That equates to one appointment for over a third of the total number of patients on our list. We also handled 14,553 telephone calls - more than one for every person on our list. Sadly we also had 236 patients who did not attend their scheduled appointment. We therefore want to remind everyone to cancel their appointment if they can no longer attend so we can offer it to someone else. You can cancel using the link in your appointment reminder text, by emailing us at kingswoodhealthcentre@nhs.net or by calling us.

The surgery continues to be incredibly busy. As you can see from the staffing update, we are increasing the size of our team to try and cope with demand but we are still using on average nearly 100% of all of the appointments we have to offer. For more information on why we are so busy, and what we and you can do to help, please visit our website www.kingswoodhealthcentre.co.uk and click on the "Patient Update" on the home page.

To maximise the staff we have available and ensure patients are seen by the right person for their problem at the right time, please cooperate with our Reception Team when they ask you for the reason for your problem. This is not to be nosy and all information is treated in strictest confidentiality. We ask this to make sure we put you with the right person. Our multi-skilled team have expert knowledge in various areas and sometimes the GP isn't the best person for you to see! For example, did you know that Pete, our First Contact Physiotherapist, can see and treat the vast majority of muscular and joint problems? He can also refer you on for scans, give pain-relieving injections and liaise with the GP team on your behalf to arrange pain relief? If you need referring on for further treatment he can do that too! We have lots of staff with lots of skills, and our Reception Team are the experts at ensuring you are booked to see the right person.

August Bank holidays

The surgery will close at 6.30pm on Friday 26th August, re-opening on Tuesday 30th August at 8am.

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

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 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.



Flu / Covid Vaccinations 2022

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We are now contacting patients aged 18 and over who are eligible for a free flu and covid vaccination this year and recommending that everyone who is at risk of being affected by the flu or covid to get vaccinated this autumn.

By having the flu and covid vaccination, you will help protect yourself and others from what can be severe and, sometimes fatal, illnesses which could lead to hospital treatment. You will also be helping to protect the NHS from coming under pressure this winter.

Your GP has plenty of Flu and covid vaccines available – there is no need to go elsewhere. The surgery has access to your full patient record and your vaccine data will be updated the same day.

Our next vaccination clinics will be held on:

Saturday 24th September 2022 ~ 8:30 - 12:30

Tuesday 27th September 2022 ~ 18:30 – 20:00

Saturday 8th October 2022 ~ 8:30 – 17:00

There will possibly be more dates to follow—we will keep you posted.

If you think you're eligible and do not receive an invitation in the next couple of weeks please contact us to check.

Eligible patients are all patients who are:

Aged 65 or over

Pregnant

Have a long-term health condition such as diabetes, asthma (treated with a preventer inhaler), a heart condition or a neurological condition such as Parkinson's disease

Have a learning disability

Have (or live with someone who has) a weakened immune system

Are severely overweight

Are a carer

Are a frontline health or social care worker working in a residential or nursing home, a hospice or with a home care provider

If you are eligible and decide that you do not want to have the vaccination this year please let us know so we can enter this onto your medical records to prevent further invites. You can do this by calling the surgery or emailing us at kingswoodhealthcentre@nhs.net

DNA Appointment's — DID NOT ATTEND

As of 18th August 2022, Kingswood Health Centre had 1064 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 1064 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 be monitoring our DNA level closely throughout the year to identify patients who repeatedly fail to attend.

