

# Kingswood Health Centre Patient Newsletter



KINGSWOOD  
HEALTH CENTRE

Winter 2023



## Welcome to the Winter 2023 Edition of our Patient Newsletter!

### Staffing Update

We've had a few changes at KHC recently and have a few more to come in the next few months.

Sadly Drs Kirsty Brownlie and Akeel Hussain are both leaving the surgery for pastures new. Both GPs have been with us from when they were GP trainees so we are very proud to have helped them on their career journey so far. Dr Hussain will still be providing some locum cover in the future.

Our lovely practice nurse, Sue Maggs, is retiring at the end of the year. Sue initially joined us as a Healthcare Assistant before training to become a registered nurse. We wish Sue a happy retirement.

Our Practice Secretary, Carol Weare, is also retiring in January after nearly 28 years with the surgery! Congratulations Carol on your retirement.

We have some new staff joining us too!

Olivia St Clair will be taking over Carol's role in our Secretarial team.

We have had a new paramedic practitioner, Shane Woolmore, also join us this month. Shane will be working Wednesday to Friday. Two of our paramedic practitioners, Vanessa and Alyesha, are off on maternity leave in the next few months. We wish them all the best with their new babies!

Rob Gulson has joined us as a First Contact Physiotherapist. Rob can see patients with new

muscular health problems, or who have had flare-ups of previous conditions. He can see, diagnose, offer treatment advice, and refer on for treatment or scans. His working days are Tuesdays and Wednesdays.

We are actively recruiting a replacement GP and are interviewing for a new practice nurse in early November. We are also adding more staff to our Reception team.

### Covid and Flu Vaccine Clinics

We have been super busy in the last few months implementing this year's winter vaccination programme. We've held 4 Saturday clinics so far, with one more scheduled for the 11th of November. This will be our last Saturday clinic so please do contact us if you haven't been booked in already!

We also provide some evening clinics during the week.

We are seeing increased numbers of Covid and respiratory illnesses at the moment so if you are eligible we encourage you to come and get vaccinated!

### Repeat Prescription Processing Time

We are seeing a significant increase in the numbers of repeat prescription requests. Each request needs GP review before it can be issued, as this causes an increased administrative burden on our staff. Rather than reduce the number of appointments to accommodate this, we are extending our agreed processing time to **72 working hours**. Please ensure that you order your repeat medications at least **a week in advance** to allow for this change.

## New Access Arrangements

### **It's been four months since we implemented the Klinik online request system—how are things going?**

It's been a very busy few months for our staff as we have transitioned into this new way of working and we really appreciate the patience, understanding and support of our patients during this time. We've had lots of really positive feedback on the new system—so far 31% of patients surveyed rate the system as excellent, 42% as good, 18% as poor and only 10% as bad. We've also had great feedback on the new phone system with many patients highlighting that the callback function has made their experience a lot better.

Our Reception staff are working incredibly hard to answer the phones and to process the requests that come in. On average we receive 707 requests per week—about 140 per day. So far 84% of these have come in online, and only 16% submitted by the Reception staff taking the information over the phone. That's a really positive trend, as it means 84% of requests are not tying up the phone lines. We continue to encourage anyone who can get online to do so, as it's much quicker and helps keep the call queues down.

As we head into winter, where we expect to see a lot more acutely unwell patients, here are some top tips that we'd like patients to consider:

- **We aim to process requests within 24 working hours.** So you may not hear back from us on the same day. It also doesn't mean we can offer you an appointment within that time so you may receive a call or a message letting you know that we've got your request, but there's nothing for us to book at the moment. In these circumstances we keep the request open until an appointment becomes available.
- **Please don't submit more than one request for the same thing.** This can lead to confusion amongst our staff—many of whom are part-time and don't see all of the requests that come in. If you've made a request and you're worried we haven't received it, or you think you should have heard back, please call us to ask for an update.
- **We may not always offer you an appointment at the surgery.** There are a lot of services in our area that we can refer you to, or that you can self-refer to for your problem. Local community pharmacies can see patients for a range of conditions, and in some circumstances even prescribe medications. The local mental health Talking Therapies services accepts self-referrals from patients. Our staff work to protocols created by our GPs to get you the right care for your problem, so if we refer you somewhere else please give it a go before coming back to us.
- **We release appointments with the GPs a week in advance.** If you need to book a follow-up appointment with a doctor, please bear this in mind and only submit your request a week before you need to be seen. We get hundreds of requests each day and don't have the capacity to hold a waiting list for patients.
- **Keep your phone handy!** When you submit a request, our team assess it for urgency. We may end up calling you back straight away! We are finding that lots of patients aren't telling us when they're unavailable on the form and so we spend lots of time trying to get hold of you. The form asks you when you're unavailable so please use this, and add in if you're not able to take calls. If we attempt to call you 3 times on different days with no success we will close the request down.
- **Sometimes we have to switch the online service off.** The system is switched off when we're closed, or if we close for training, but we also turn it off when we reach capacity for the day and have no other appointments left to offer. This is to prevent a backlog occurring. If a patient feels they have a medically urgent problem and the system is off, they can still call us and our team can take the details and pass them onto the duty team for advice. The system will always reopen at 8am on the next working day.

Thank you all again for your continued support from all of the team at Kingswood Health Centre.