

Kingswood Health Centre Patient Newsletter

Spring 2017

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

Medical Student Consultations

A Thank You to all our Patients from the GP's!

Thank you to all our patients who kindly agree to see and speak to the Medical Students we often have placed here with us. These are the hospital doctors and GP colleagues of the future and these experiences are so vital for their learning and professional development.

At a time when General Practice and the NHS as a whole is in great need of more doctors, it is vital that we encourage our young trainees and support them in their learning. So a big 'Thank You' to all our patients who are willing give their time to see the trainees and help them develop and improve their consultation and examination skills through this process. It is much appreciated.

We will be seeing increased numbers of Medical Students spending time in General Practice over the coming years in order to train the number of doctors we now require.

Please note if you are not happy to see Medical Students when asked, please let us know. There is no obligation to partake if you do not wish to.

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.

Hay fever Medication

As we are approaching the spring and summer seasons,, please remember to order your hay fever medication in advance (allowing 48 hours for processing) or make an appointment to see one of our Clinical Practitioners.

Easter & May bank holidays

Easter - The surgery will close at 6.30pm on Thursday 13th April, re-opening on Tuesday 18th April at 8am.

May Closures - The surgery will close at 6.30pm on Friday 28th April, re-opening on Tuesday 2nd May at 8am, and will also close on Friday 26th May at 6.30pm re-opening on Tuesday 30th May at 8am.

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

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.



Improving access to Practice appointments

Local Practices will now be able to offer more appointments on evenings, which we hope will be more convenient for our patients.

If there isn't an appointment available at Kingswood Health Centre, you may be offered an on the day appointment at another surgery close by.

The doctor, nurse or health care assistant (HCA) who sees you, wherever your appointment is, will have access to your patient record, providing you have agreed to this.

This service is supported by One Care. The aim is to help patients who find it difficult to attend their GP Surgery during normal opening hours.

A trial of this service is now operational and will be running until September 2017, after which time its success will be reviewed.

Participating local practices are Close Farm Surgery (Monday), Cadbury Heath Health Centre (Tuesday) and Kingswood Health Centre (Wednesday).

Hospital Letters

At the Practice, we find that the best way to get a hospital letter, if there is a delay in us receiving it, is for the patient (or relative) to contact the relevant department and speak to the secretary.

Letters from the hospital are very rarely received within one week of the appointment date and usually take up to four weeks to be received by the Practice.

We do however expect any urgent requests from the hospital, following an outpatient appointment, to be faxed to us as a matter of urgency.

DNA Appointment's – DID NOT ATTEND

In the first two months of 2017 Kingswood Health Centre had **292** 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 292 additional patients.

In the whole of 2016, approximately **10 million** appointments were lost across the whole of the NHS 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 are looking at alternative ways for you to advise us of cancellations over the next few months—these ways are likely to include 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.

Patient Participation Group

Kingswood Health Centre Patient Participation Group meets quarterly and are always looking for new recruits! They act as representatives and the voice of patients of the Practice and put forward ideas on how we can improve our services as a whole.

If you are interested in joining this group, please speak to one of our receptionists or complete your details on one of our Friends and Family forms.

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!