

# Kingswood Health Centre Patient Newsletter

Spring 2018

[www.kingswoodhealthcentre.co.uk](http://www.kingswoodhealthcentre.co.uk)



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

## Patient Participation Group (PPG)

Geraldine Wiltshire, who prefers to be known as Gerry, is the newly elected Chair of the PPG here at KHC. She is a patient who has been a member of the PPG for 2 years and also a wife, Mum and Nan who works three days a week.

The PPG works with KHC to help find out a little more about how patients feel about various issues which may affect them, with a view to making improvements, where appropriate.

The PPG is :

- A link between the patients and the surgery
- A means to work with the Practice to improve patient needs
- A place to gather and give patients' views on services
- A place to give honest/helpful feedback & create new ideas
- A group that organises patient education events and patient surveys

KHC has a current patient population of 12384, of which only 34 are PPG members, with an average meeting attendance of 10. We would like to significantly increase our numbers. If you are over 16 years of age and registered at KHC, please contact the Practice if you are interested in joining and supporting the PPG, who currently meet quarterly on a Tuesday at 2.00 pm.

Gerry and KHC would like to thank Margaret Adams, the retiring chair, for all of her hard work and commitment to the Group.



## Easter & May Bank Holidays

Easter - The surgery will close at 6.30pm on Thursday 29th March, re-opening on Tuesday 3rd April at 8am.

May Closures - The surgery will close at 6.30pm on Friday 4th May, re-opening on Tuesday 8th May at 8am, and will also close on Friday 25th May at 6.30pm re-opening on Tuesday 29th May 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:  
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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.



## Foreign Travel Advice



Foreign travel health advice is available on a Monday evening in our Travel Clinic. Please allow at least 4 weeks prior to travel in order to get the most out of the consultation.

If you are back packing or going to be away for more than 3 months, please allow yourself 6 months to prepare.

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## DNA Appointment's — DID NOT ATTEND

In the first two months of 2018 Kingswood Health Centre had **116** 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 **116** additional patients.

In the whole of 2017, approximately **1851** 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.

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## Physio Assessment Appointment

If you are over 18 years of age and have a new problem (which has occurred within the past 6 weeks) with your muscles, joints or spine, please inform the receptionist, who will be able to offer you a referral to a specialist physiotherapy assessment service. You will be contacted and given an appointment within 7 days at Hanham Surgery in Whittucks Road, if appropriate. Early morning, evening and weekend appointments available.

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## 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.

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

