

Kingswood Health Centre Patient Newsletter

Summer 2017

www.kingswoodhealthcentre.co.uk



Advice For Travellers

The following vaccinations are commonly required for many holiday destinations and are free of charge on the NHS:

Diphtheria, tetanus and polio (combined vaccination)
Hepatitis A
Typhoid

Our nurses operate a Travel Clinic on a Monday evening at which all of the above can be administered, if required, together with general travel advice.

If malaria medication is required for your destination, the nurse is able to raise a prescription, to be signed by one of the GP's.
The Practice is also a registered Yellow Fever centre.

Other vaccinations may be required for more exotic or unusual destinations, complex travel itineraries or long stay vacations. These would have to be administered at external travel advice centres (for which there will be a charge), details of which are as follows:

Nomad: www.nomadtravel.co.uk 01341 555061

Sta: www.statravel.co.uk 0117 3290204

The Medical: www.themedical.co.uk 0117 3763732

If possible, we strongly advise that you check your requirements at least three months' before travel as it is patient responsibility to ascertain which vaccinations may be required and to be fully informed of recommended travel safe precautions.

Travel advice is also available from the NHS Fit for Travel website at www.fitfortravel.nhs.uk.



TRAVEL SAFELY AND ENJOY YOUR HOLIDAY!

August Bank holidays

The surgery will close at 6.30pm on Friday 25th August, re-opening on Tuesday 29th August 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:-
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.

Stop Smoking Information

Did you know that some of our local pharmacies offer a stop smoking service? If you are interested in quitting, please visit Billings, JHoots or Asda pharmacies.

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.

The aim of this service 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).

DNA Appointment's – DID NOT ATTEND

In the first six months of 2017, Kingswood Health Centre had **986** 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 986 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 also be monitoring our DNA level closely throughout the year to identify patients who repeatedly fail to attend.

Patient Participation Group

Members of Kingswood Health Centre's Patient Participation Group (PPG) recently organised a Health Promotion event, together with Close Farm Surgery, Hanham Surgery and Cadbury Heath Health Centre. There were over 24 organisations at this event, which was aimed to promote, advise and inform attendees of services available through primary and secondary care.

Thank you to all those involved for their hard work in organising this event

If you are interested in joining our PPG group, please ask at reception.

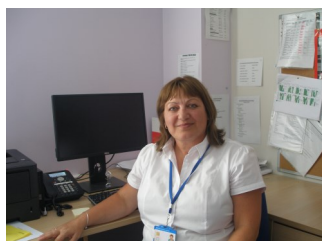
25 Years' Service!

We would like to congratulate three members of staff who have reached the milestone of 25 years service at Kingswood Health Centre!

Well done and thank you to Denise Kitson (Admin Manager), Julie Jones (Receptionist/admin clerk) and Angie Burgess (Treatment Room Nurse) for their hard work and dedication.

New Staff

We would like to welcome the following two new members of staff to the reception team:



Dawn—receptionist



Rachael—receptionist

The Business Team also welcome Ella and Jayne to their team.