

Kingswood Health Centre Patient Newsletter



Winter 2016/17

www.kingswoodhealthcentre.co.uk



CQC Report

Kingswood Health Centre was subject to its Care Quality Commission (CQC) Inspection on Tuesday 16th August 2016. The report was received by the Practice at the end of September, the results of which are as below.

The Practice patient population is split into six categories for the purpose of the inspection, which are as listed:

Older People

- People with long term conditions
- Families, children and young people
- Working age people and the recently retired
- People in vulnerable circumstances
- People experiencing poor mental health

The ratings are based on a combination of the Inspectors' findings on the day of the visit, comments received from patients and Staff as well as information provided by the Practice and other local organisations prior to the inspection.

Ratings are awarded on a four point scale; 'Outstanding', 'Good', 'Requires Improvement' and 'Inadequate'.

Each patient category is graded over five areas of performance, these being Safe, Effective, Caring, Responsive and Well-led.

The Practice received a 'Good' rating in all patient categories in four areas of performance but received an 'Outstanding' rating in the area of Responsive to patients needs, of which the Practice is very proud.

If you wish to access an overview of the report, please visit our website.

Christmas and New Year Opening Hours

Christmas Closure - The surgery will close at 6.30pm on Friday 23rd December, re-opening on Wednesday 28th December at 8am.

New Year Closure - The surgery will close at 6.30pm on Friday 30th December, re-opening on Tuesday 3rd January 2017 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 web-site) or by letter.

Please allow adequate time over the Christmas and New Year period when ordering your repeat medication, bearing in mind that the pharmacies may require extra time to dispense.



Management Changes

Kingswood Health Centre has recently undergone a Management restructure.

The former Practice Manager role has now been split into two positions:

Business Manager — Andrew Smith
Operations Manager — Nicole Canty-Davis

The new Reception Manager is Julia Swanborough and new Senior receptionist is Rachael Bridges.

This change was effective from October 17th 2016.



DNA Appointments — DID NOT ATTEND

So far in 2016 Kingswood Health Centre has had 1955 lost appointments due to patients not cancelling or letting us know that their appointment was no longer required or simply not turning up. The consequence of this is that we were unable to offer an appointment to 1955 additional patients.

We will be monitoring our DNA levels closely throughout 2017 to identify patients who repeatedly fail to attend.

If, at any time, your appointment is no longer required, please inform Reception, who will cancel the appointment and make it available to another patient.

Your cooperation in this matter would be greatly appreciated and will increase appointment availability, albeit in a small way.

Patient Confidentiality

Staff at Kingswood Health Centre are respectful of patient confidentiality at all times, especially at the reception desk in the waiting room.

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 and wait to be called when the receptionist is free.

If you require more privacy regarding your query, please advise the receptionist who will be happy to assist.

Telephone Lines

If you require a routine appointment can we please ask that you ring after 10.30 as between 8am and 10.30 we prioritise requests for on the day emergency appointments. If you require an emergency appointment please ring as early as you can from 8am. Test Results are available from 2.30pm.

Please note: We do not accept prescription requests over the telephone, please use our online service or your usual method when ordering your medication.

Contact Information

Please ensure we have your up to date address, email, and telephones numbers on our system, as we will be looking at more efficient ways of communicating with patients throughout 2017.

*We would like to wish all of our patients a
Merry Christmas and a Happy and Healthy 2017!!*