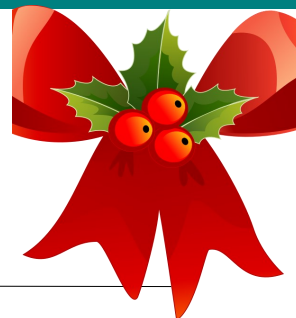


Kingswood Health Centre Patient Newsletter



Winter 2017/18

www.kingswoodhealthcentre.co.uk



Connecting Care (Information Sharing)

In order to support patient care and make safe decisions, healthcare professionals sometimes need information from other local providers - for example, an emergency out-of-hours GP or consultant may need to know relevant medical history. At the moment, healthcare professionals across Bristol, North Somerset and South Gloucestershire are not routinely able to access electronic records held by other NHS organisations. Information sharing is usually done via letter, fax or telephone.

Kingswood Health centre will be implementing Connecting Care as a new way of safely sharing health information locally in early 2018. It will enable authorised professionals from local organisations to see a single electronic view of specific, up-to-date, clinical information.

We would hope all our patients would see the benefits of having this in place for your medical information, however, should you wish to opt-out of this, please ask for a form at Reception. If you have previously chosen this option, it will still be recorded as such on your medical record and no further action is required.

PPG Invite

Did you know that Kingswood Health Centre run a Patient Participation Group (PPG)? If you would be interested in joining this group or require more information, please contact Nicole Canty-Davis (Operations Manager).

Christmas and New Year Opening Hours

Christmas Closure - The surgery will close at 6.30pm on Friday 22nd December, re-opening on Wednesday 27th December at 8am.

New Year Closure - The surgery will close at 6.30pm on Friday 29th December, re-opening on Tuesday 2nd January 2018 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.



Extended Hours Appointments

Kingswood Health Centre are now 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.

This service is now operational here on Wednesday evenings.

Other participating local practices are Close Farm Surgery (Monday) and Cadbury Heath Health Centre (Tuesday).



DNA Appointments – DID NOT ATTEND

As at 30th November 2017 Kingswood Health Centre had 1740 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 1740 additional patients.

We will be continuing to monitor our DNA levels closely throughout 2018 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 co-operation in this matter would be greatly appreciated and will increase appointment availability, albeit in a small way.

Minor Injury Service

To reduce pressure on the Minor Injury Units (and A&E), Kingswood Health Centre has appointments available with our Treatment Room nurses for such problems as cuts and grazes, strains and sprains, minor burns and scalds, minor head injuries, wound dressings, bites, nose bleeds and minor eye injuries around the eye area (but NO foreign bodies in the eye).

If you feel that you have a minor injury problem, please book an appointment with this service, if appropriate.

Emergency Appointments for Christmas and New Year Period

Please be advised that, from the 18th December 2017 until 5th January 2018, the number of routine pre-bookable appointments available will be reduced and the number of emergency appointment will be increased to help with patient demand during this potentially busy period.

New Staff

We would like to welcome the following members of staff to our team.



Lisa — Receptionist



Nicki—Paramedic Practitioner



Dr Rosie Floyd

We would like to wish all of our patients a Merry Christmas and a Happy and Healthy 2018!!