

Kingswood Health Centre Patient Newsletter

Autumn 2018

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

If you would like a copy of this document in larger text, please let the surgery know

2018 Flu Clinics

If you suffer from a chronic illness or are a carer you will receive a text or letter inviting you to book an appointment for your flu vaccination.

Anyone aged 65 or over is automatically eligible for a free flu vaccination.

If you are 65 or over and have a *chronic illness*, you will receive a letter inviting you to book an appointment. If you *do not* have a chronic illness and are 65 or over you may not necessarily receive a letter or a text, although we will send a text message if we have your mobile number on record and you have consented to being contacted in this way.

If you are eligible for a Flu vaccination please contact reception who can book an appointment in one of our Saturday Flu Clinics, as listed below.

Saturday 29th September 2018

Saturday 20th October 2018

Saturday 10th November 2018

If you are unable to attend on any of the above dates, please contact reception who will be able to arrange an appointment on alternative date.



Coming to the surgery for your flu vaccination is the best way to ensure that your GP is aware you have had your injection, rather than them having to wait to be informed by an alternative health care service.

Historically, the first clinic is always the most popular. As we have to record and code every patient that has an injection, we have to give each individual an appointment time which we then tick off on a printed list for each clinic. If you have an appointment card, it would be helpful if you could bring this with you or let us know the specific time of your appointment. At times, the queue may seem long but please be assured that it looks worse than it is and you won't actually have to wait too long to be seen.

If you feel that you are unable to queue for any medical reason, please speak to one of the members of the PPG or Reception team who will be happy to assist.

If you have an appointment to see a GP during the flu clinic, please use the automated check-in system, if you are able. Please DO NOT check in on the screen if you have a flu vaccination appointment.

Can we please ask that patients try to avoid coming to the surgery with any non urgent queries during our flu clinics as this can potentially hold things up considerably and we may have to ask you to wait for your query to be dealt with.

The receptionists' role is extremely varied, diverse and, at times, stressful, in what is a very busy practice and we do try at all times to give the best possible patient service possible.

It can also be a very rewarding job, especially when compliments are given and patients show their appreciation for what can be a very difficult role. Should you have a particularly good experience with our reception team, please visit our NHS Choices page and leave a positive review.

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 Clinic

We now run Stop Smoking Clinics at the surgery. We have two Smoking Cessation Advisors and clinics currently run on Monday 15.15-18.00 and Thursday 9.00-12.00. Please speak to one of our Reception team to book an appointment.

PPG Carers Information Day

The 4 Cluster Patient Participation Group are holding a Carers Information day for all carers.

There will be lots of information available, with several stands including Age UK, Sirona, The Alzheimer's Society, Community Transport, local library details and much more with the relevant people on site to give information and answer any questions or queries.

The information day will take place on Thursday 1st November from 10.30-15.00 and will be held at:
Hanham Methodist Church
Chapel Road,
Hanham,
Bristol.
BS15 8SD

If you are a Carer or would like more information on what this entails, why not pop along?

Free refreshments will be provided.

Stoptober at Kingswood Health Centre

You may be aware of Stoptober - a Public Health England campaign held every October, with the aim of helping people to quit smoking.

The idea is, if you can stop smoking for 28 days you are 5 times more likely to quit for good.

As a smoker you are probably already aware of the health implications and cost, both physically and financially, so quitting may be an idea you are seriously giving some thought to. If this is the case, you can book a no obligation appointment at the Smoking Cessation clinic, held at the Health Centre.



You don't just have to go 'cold turkey'. There are nicotine replacement products or medications to help make quitting more achievable. If you decide to quit with us you also have the benefit of regular meetings with a smoking cessation practitioner to support you.

Why not check out our Stoptober Readiness to Quit Smoking Quiz which will be available from reception? Also we can carry out a quick breath test to assess the level of carbon monoxide (the poisonous gas found in cigarette smoke) in your breath. The level may surprise you and our service users find it a useful, motivational tool when quitting. Both will be available during October.

If you decide to commit to quitting initially for October and, hopefully for good, here are some things to consider and to help motivate:

Try to work out how much you would save and what you could do with your extra cash.....

Get rid of or hide smoking related items such as ashtrays and lighters and any spare tobacco you may have in reserve.....

Get the support of family and friends or make it competitive.....

Look at using alternatives and substitutes to help with nicotine withdrawal.....

Be kind to yourself. It won't be easy but it's worthwhile. Set mini targets, so for each day you are smoke-free, reward yourself in some way.

We are here to help and support you so please consider using our smoking cessation service to achieve your smoke-free goal.

Text Messaging Service

The Practice is now looking to use text messaging as an extra means of communicating with our patients. Not only will we be able to send text reminders for appointments, but our GPs and receptionists will be able to send messages in general, including test results, prescription information or the need to book an appointment, amongst other things.

However, we are not able to provide this service without your consent. If you have not given consent and would like to opt in to our text messaging service, please come to reception to sign a simple form which will enable us to set this up for you.

Dawn—receptionist

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

Rachael—receptionist

