

# Kingswood Health Centre Patient Newsletter

Spring 2022

[www.kingswoodhealthcentre.co.uk](http://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 LARGE PRINT OR A DIFFERENT LANGUAGE, PLEASE LET US KNOW.

## Launch of shared decision-making aids for people with Osteoarthritis of the hip and knee

### A step forward in management of osteoarthritis of the hip or knee

Two new shared decision-making tools have been designed by local GPs, Physiotherapists and Orthopaedic surgeons for people with osteoarthritis of the hip or knee. The tools aim to help people to understand their condition, providing lots of useful information about the different treatment options for osteoarthritis and what is appropriate at each stage.

There is information about the benefits and risks of each treatment option. The purpose of the tools is to help people make shared decisions with their clinicians on what treatment is right for them.

The charts include information about the local support available and helping people to look after themselves to either get better or reduce the need for surgery. For those people who do need surgery, the charts will help them get fit for surgery and recovery quickly after surgery.

Look at the charts by clicking on this link [sdmcharts.bnssgccg.nhs.uk](http://sdmcharts.bnssgccg.nhs.uk)

Dr Shaba Nabi, a local GP who has helped design the Hip and Knee Charts says "As a GP, it is so important that I understand what matters to patients so I can help them decide what treatment is right for them. To be able to have those shared decision-making conversations, people need to understand the risks and benefits of the different options and I hope these charts will provide people with the information they need".

Please ask your clinician if you need a paper version of the charts.

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:-  
Robyn Clark, Practice 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.

## Easter & May Bank Holidays

Easter - The surgery will close at 6.30pm on Thursday 14th April, re-opening on Tuesday 19th April at 8am.

May/June Closures - The surgery will close at 6.30pm on Friday 29th April, re-opening on Tuesday 3rd May at 8am, and will also close on Wednesday 1st June at 6.30pm re-opening on Monday 6th June at 8am.

If you require medical attention during this time, please ring 111 for general problems, or 999 if a life threatening emergency.



### KHC Annual Charity

Every year, the staff here at KHC raise money for a chosen charity. This year's charity is The Princes Trust ([www.princes-trust.org.uk](http://www.princes-trust.org.uk)).

So far this year, we have raised £402.00

£182 has been from a raffle and healthy food snacks organised by Dr Williams and Partners , £80 raised by a member of staff who made Easter knits and £140 from a weight loss challenge arranged by one of our Health Care Assistants.

We will be organising various fund raising activities throughout the year, culminating with our annual Christmas raffle.

We will keep you updated and will advise you of the current total in the next newsletter.

---

### Nicole

We are sad to announce that our dear friend and colleague, Nicole Canty-Davis, passed away recently. She had worked at KHC for approximately 28 years and retired during her illness. She was highly regarded by staff and patients alike and will be sadly missed by those who knew her and our thoughts go out to her family and friends at this sad time.

---

### DNA Appointment's – DID NOT ATTEND

From 1st January 2022 until 31st March 2022 Kingswood Health Centre had 532 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 532 additional patients.

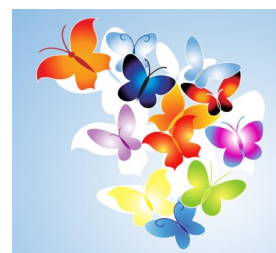
If you have an appointment that you no longer need please remember to cancel your appointment so that it may be offered to someone else. You can cancel any unwanted appointments by telephoning the surgery or, if you have online access for booking appointments and ordering repeat medication, you can also 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.

---

### 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.

---



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