

# Kingswood Health Centre Patient Newsletter



KINGSWOOD  
HEALTH CENTRE

May 2023



Many of our patients will have heard on the news recently about plans to improve access to general practice. At Kingswood Health Centre we regularly offer between 5,500 and 7,000 appointments a month, and our registered list currently stands at around 13,000 patients.

Our recent patient survey was positive in that 88% of respondents felt that the surgery's services met their needs, but 23% said they felt we need to improve our telephone system and 48% highlighted obtaining an appointment as something that we need to improve on.

Although we are not able to increase the capacity of our clinical team any further, we do recognise that we need to make better use of the available team that we have, as we have a variety of clinicians and services who can help with many different health problems.

Here is a list of our different clinical staff and services that we can refer to, other than GPs, and what they can help patients with:

Role	Clinical Areas
Paramedic/Advanced Nurse Practitioner	Acute minor illnesses such as viruses, chest infections, tonsillitis, earache, etc. Recent onset of pain. Skin conditions such as rashes. Bites, burns, scalds. Some
First Contact Physiotherapist	New musculoskeletal problems (i.e. joint pain/stiffness, back pain etc.) Recent worsening of an existing musculoskeletal problem not current undergoing treatment
Clinical Pharmacists	Medication queries, concerns about side-effects or usage, medication reviews, advice regarding alternative medications, reviews of particular health condi-
Nursing Team	Wound care, blood tests, health checks, vaccinations and immunisations, blood pressure checks, ECGs, smear tests, contraception reviews, reviews of chronic
Mental Health Nurse	Support for patients experiencing poor mental health
Care Coordinators & Social Prescribers	Support for patients with learning difficulties, severe mental illness, frailty, with specific needs. Social support for patients struggling with low mood and
Community Pharmacies	The surgery can refer patients to local pharmacies for help with particular health conditions, some of which can be diagnosed and treated with prescription medication by the chemist. Pharmacies will contact patients within 24 hours of

Our Reception staff navigate patients to the right clinician or service for their needs based on protocols set up by our GPs.

## What Are We Doing To Improve Access?

### **New Telephone System**

From the 13th of June we will move over to a new telephone system. The new system allows for a bigger call queue - so patients will not be stuck with the “engaged tone” as often as they do now. The system also has a call-back function - if you are more than 4th in the queue you can choose an option which allows you to hang up and get on with your day, but maintains your place in the queue. When your call gets to the front of the queue, the surgery will call you back. The system also has improved routing options so patients not looking to book an appointment can choose an option that can be dealt with by the right person quicker.

### **New Online System**

Lots of respondents to our survey wanted the ability to book appointments online reinstated. We have also had lots of feedback about the need to call at 8am each day. Patients were concerned that they were missing out on the ability to arrange care for themselves or others, and we were also concerned that we may be missing patients with more urgent needs because they can't get through on the phone. The telephone queue doesn't allow us to prioritise patient needs.

From the 3rd of July we will therefore be implementing a new online system that we hope will help with these issues.

The system is called Klinik and will be accessible via the practice main website - [www.kingswoodhealthcentre.co.uk](http://www.kingswoodhealthcentre.co.uk).

We will be asking all patients who have the ability to submit requests for appointments and other queries online to use this system. The benefit of this is that it takes information about the health problem and enables our staff to give the patient the right appointment or service for their need.

Patients with no internet access or who are unable to use the online system can still call the surgery, where our Reception staff will input their request into Klinik for them. We also have free WiFi in the waiting room if needed. **All requests - whichever form of contact they take - will be dealt with in the same way.**

Requests are processed by our appointments team who will ensure that they are dealt with in accordance with the protocols set up by our GP team. If an appointment is required, you will either be telephoned by a member of the team to arrange one, or texted a link to book an appointment online.

Please note, we will no longer be taking requests for appointments at the front desk due to confidentiality implications. For the first few weeks of the new system staff will be on hand in the waiting room to show patients how to submit a request online using their own device.

In order to maximise appointment availability before the 3rd of July, for the last week of June we will be running a same-day appointment only service. Please bear this in mind if you are looking to make an appointment.

The next page of this newsletter will outline how the system works.

We appreciate that this is quite a big change for some of our patients, but we are confident these measures will help to improve access and maximise the multi-skilled team we have here at the health centre. We thank you in advance for your co-operation.

## How to Contact us and Request an Appointment

We want to ensure a safe and fair access to our appointments for all patients registered with us. Whether you contact us by phone or use the online tool, your request for an appointment will be processed in the same way.

### **Online**

Requests can be submitted online using the Klinik tool via our website between 8am and 6.30pm Monday to Friday. It is the quickest way to let us know about new or ongoing symptoms, request a fit note, arrange appointments with our nursing team or update your contact details and much more. Do spend some time familiarising yourself with the different options once we go live on the 3rd of July.

If you choose the “I have a New Health Problem” tile you’ll be taken through a series of questions about your symptoms. This helps us to navigate your problem and determine the urgency so it can be directed to the most appropriate appointment or service.

Please read the guidance text on each tile option in the system as this will help to ensure you provide all the information needed for your request.

### **By Phone**

Call 0117 3012080 8am to 6.30pm Monday to Friday. If you are requesting an appointment, our Reception team will go through a series of questions with you, similar to that of the online system. Calls may last around 5 minutes to obtain all the required information.

### How long will it take to get an appointment?

If you have a new problem or worsening symptoms of an existing problem please use the “I Have a New Health Problem” tile and then choose the appropriate heading. You will be asked to answer a series of questions, it is important you respond as accurately as possible as this is how urgency is assessed by the Klinik system. If you have an ongoing problem and would like a routine follow-up with the same clinician, please use the “I Have an Ongoing Health Problem” tile and in the next screen provide as much information as possible.

We aim to respond to urgent clinical requests the same working day, unless received after 4pm when you may receive a response the next working day.

You may receive a call or a text message from our team to either book an appointment, receive information on a more appropriate service that you can be referred to, or be called directly by a clinician. If we need more information, we will contact you to obtain this. Some appointments can be booked online via a link that we will text you. If you are happy to use this service please ensure we have consent to send you text messages.

If an appointment is needed, it may be for the same day or to be booked in advance, depending on the urgency of your health problem.

Requests for home visits for housebound patients should still be made by telephone by 12pm if needed for the same day. Our Reception team will take details over the phone about the patient’s symptoms to pass onto the clinical team.

You can also use the new system to request other things such as insurance reports, medicals, access to your online record, enquire about existing referrals and update your contact details. These requests are passed straight through to the relevant team at the practice.

## Supporting Our Staff

Our staff will be working very hard to support patients through these new changes, so we ask that you please be patient with them and cooperate as much as possible with these new systems. The Partners and Management will be regularly reviewing the impact of the new systems and seeking feedback from patients on their experience. Thank you all for your continued support for the surgery over these past few, difficult years. We really appreciate it.

### ***The Partners and Staff at Kingswood Health Centre***

*NB If you need this newsletter in another format, please email [kingswoodhealthcentre@nhs.net](mailto:kingswoodhealthcentre@nhs.net)*