



Kingswood Health Centre Patient Newsletter

Spring 2026

Welcome to the Spring KHC patient newsletter, brought to you by the Patient Participation Group!

The PPG is a group of patients working with the practice, giving a patients perspective. We give constructive feedback, help engage with the community and work with the practice on the development of services.

We also provide support by volunteering, fundraising and leading support groups.

PPG Membership

The PPG is looking for new members!

Would you like to have a say about the practice?

Do you have any great ideas for fundraising?

Would you like to volunteer for us?

Do you have ideas of how we can support patients or their carers?

We meet 5 or 6 times per year on a Thursday evening at the surgery. We also communicate via email and whatsapp.

If you would like to join, or find out more about the PPG, please email the practice on - kingswoodhealthcentre@nhs.net

If you would like this newsletter in another format please email kingswoodhealthcentre@nhs.net

Practice Updates

New Staff!

Since our last edition the surgery has welcomed the following new faces:

- Dr Lucy Webb (Salaried GP)
- Izzie Simmonds (Clinical Pharmacist)
- Sophie Henderson (Practice Nurse)
- Holly (Receptionist)
- Christine (Receptionist)
- Shannon (Receptionist)
- Anna (Secretary)

From the end of May we will no longer offer a First Contact Physiotherapy service. All patients reporting new musculoskeletal problems will be offered a GP appointment, and if appropriate onward referral to the Siroma MSK Service.

Access Options

The online Klinik form is now kept open during opening hours—Monday to Friday, 8am to 6.30pm. Any request received after 4pm is not triaged until the following day, so if your problem is urgent after this time please call to alert Reception.

Q&A

The PPG have noticed some patients posting online recently about the service at the surgery, so we spoke to Robyn Clark, Managing Partner, for an update on what's happening.

The Surgery is incredibly busy right now. Despite having more GPs on staff than ever before (we now have 13 doctors) we are also seeing a higher number of requests for appointments than we've ever had.

The online Klinik form is now kept open all day, and we are not allowed to ask patients to contact us another day, even if we are fully booked. This means we have to hold those requests until we can book them an appointment. This is creating a waiting list for routine appointments longer than we've previously experienced.

On top of appointment requests the Surgery also has to provide capacity for:

- care home ward rounds for the 7 care homes we support
- Staff training and supervision
- Meetings that GPs and staff need to attend relating to patient care
- Special clinics/appointments for things like family planning, joint injections, post-natal mother-and-baby checks, minor surgery etc.
- Appointments rising from abnormal test results
- Admin time for patient referrals, processing repeat prescriptions, dealing with incoming test results and investigations

We often hear from patients that "the waiting room is empty". Quite often this is the case between 12pm and 3pm when there is a break between clinics. During this time our GPs are either out on home visits, having a lunch break, or actioning the admin mentioned above. The majority of appointments are face-to-face, but sometimes patients request a telephone appointment and so they may not always come to the surgery.

We have also seen some negative comments online about waiting times for appointments, and patients who feel they should be seen by an emergency doctor. Rest assured our team are booking patients in as soon we can, and are looking to improve on how we communicate wait times to patients. I am happy to say that patients who are triaged as clinically ur-

gent are offered a same-day appointment.

However we are not an emergency service and all appointments are pre-booked. Every day we have a duty doctor on-call—their role is to support the triaging of requests, deal with any urgent requests that come in from other parts of the health service (e.g. care homes, hospitals calling with abnormal results etc.) and to provide support to patients with urgent problems when we become fully booked.

If a patient contacts us with a health problem that can be dealt with by another service, we will signpost the patient to that service. This keeps appointments free for things that are appropriate for our service. For example, we might refer you to a local pharmacy for a sore throat, as the pharmacist there can review you and issue antibiotics if required, just like the GP would. If you have injured yourself, we will refer you to the Minor Injury Unit, as they have x-ray facilities available and staff who can see and treat a common range of injuries.

We regularly review our access protocols and are always keen to hear from patients on how they think we can improve our services—and we encourage them to join the PPG! I am also always happy to speak to patients to explain how GP services are set up and why we operate the way that we do.

Patients can help us to help them by doing the following:

- Only submit one Klinik request for your problem. If you submit a request, and things change please call Reception and ask them to update your initial request. Multiple requests lead to duplication and crossed wires, and takes up extra Receptionist time.
- Fill out the form as completely as possible, making sure to include times you're not available for an appointment
- Keep your phone handy when you submit a request—lots of time is lost trying to reach patients who can't answer the phone. If you're flexible with appointment times let us know, we can then book you in and send a text confirming your appointment
- Please cancel your appointment or your Klinik request if you no longer need it—we spend lots of time contacting patients for appointments they no longer need
- Bear with our team—they are working really hard