

# Kingswood Health Centre Patient Newsletter



Winter 2019/2020

[www.kingswoodhealthcentre.co.uk](http://www.kingswoodhealthcentre.co.uk)



IF YOU WOULD LIKE A COPY OF THIS DOCUMENT IN  
LARGER TEXT OR A DIFFERENT LANGUAGE, PLEASE  
LET THE SURGERY KNOW.

## RSVP WEST—Volunteers Service

KHC is inviting you to volunteer for them! If you like meeting people and enjoy sharing your time with them, you are the person we are looking for. We are working in collaboration with our Patient Participation Group (PPG) to set up this service, which is aimed primarily at our more elderly patients.

We are looking to enlist the help of volunteer drivers who would be able to bring some of our patients to and from their pre-booked appointments at the surgery. Some patients have no access to personal or public transport and struggle to get to the health centre and would benefit greatly from your help!

If you do not feel that volunteer driving is for you but would like to help, maybe you would consider visiting some of our more lonely and isolated patients at their home? Just sharing the occasional cup of tea, having a chat or maybe helping with some small tasks would be hugely beneficial to them and rewarding for you. You can decide how much time you are able to commit each week or month—simply inform us of your availability.

If you would like to know more about becoming a volunteer, please give your contact details to one of the reception team who will inform our volunteer coordinator of your interest.

## Christmas and New Year Opening Hours

**Christmas Closure** - The surgery will close at 6.30pm on Tuesday 24th December, reopening on Friday 27th December at 8am.

**New Year Closure** - The surgery will close at 6.30pm on Tuesday 31st December, reopening on Thursday 2nd January 2020 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.



### Patient Access

Did you know that patients are able to register for our online access service? This will enable you to order repeat prescriptions online, book (and cancel) GP appointments and obtain online access to your medical record.

If you have never used this service or are struggling to use it, you may be interested in attending one of our 30 minute training sessions on Tuesday 14th January 2020 from 10.00-12.30. Please register your interest with one of the Reception team if you would like to attend.



---

### DNA Appointments – DID NOT ATTEND

As at 30th November 2019 Kingswood Health Centre had 1739 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 1739 additional patients.

We will be continuing to monitor our DNA levels closely throughout 2020 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.

In addition to this, 12.25% of patients that booked an appointment for a Flu vaccination during one of our Saturday clinics failed to turn up for their appointment.

Please could we ask that as many of you as possible register your mobile number with us, together with your consent for us to contact you by text message. This will mean that a text will be generated reminding you of your appointment and giving you a very convenient way of cancelling it.

Your co-operation in this matter would be greatly appreciated and will increase appointment availability, albeit in a small way.

---

### Thank you !

We would like to say a big 'Thank You' to those of you who have taken the time to ring Radio Bristol and who have given such positive comments on social media.

---

### Emergency Appointments for Christmas and New Year Period

Please be advised that, from the 16th December 2019 until 3rd January 2020, the number of routine pre-bookable appointments available will be reduced and the number of emergency appointments 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



Dr Natalie Ray-Salaried GP



Kate Moloney—Clinical Pharmacist



Megan—Receptionist

*We wish all our patients a Merry Christmas and a  
Happy and Healthy 2020!!*