

# Kingstone Surgery Newsletter Summer 2019



**Welcome to the Summer 2019 edition of the Kingstone Surgery Newsletter.**

## **News Update**

**Flu Clinics** - We are currently putting plans in place for our annual flu vaccination clinic. In addition to the weekly appointments, we will also open a clinic on the morning of Saturday 5th October. This is specifically for the flu vaccinations only. This will consist of pre-booked appointments and a drop in option. Full details to follow in due course.

**Surgery Workload** - We are aware that waiting times to book a GP appointment have increased, and sometimes the next available appointment is 7 to 10 days away. Although this is longer than many patients have been used to, it is still one of the shortest waiting times in the county (and probably the country). We continue to value our ethos of easy access and continuity of care. A national shortage of GPs and increasing demand is challenging, but we shall try to maintain our friendly, patient-centered service.

**Appointment Cancellations** - A recent audit highlighted an increase in DNAs (Did Not Attend) and last minute cancellations. Whilst we appreciate that cancellations happen due to unforeseen circumstances, when the numbers are as high, it is imperative we emphasise the importance of cancelling as far in advance as possible to ensure we are providing the best level of care for our patients. We would be most grateful if you can give us as much notice as possible if you are unable to attend an appointment so we can make it available for another patient.

PTO

**Staff Changes** - We are sorry to announce that Dr Annette Wissler will be leaving the practice at the end of October. Annette worked with us for a number of years as a salaried GP and has been a partner at the practice for the past two and a half years. When Dr Sleath retired, she provided continuity and support while we looked to recruit a third partner, and we were fortunate that Dr Teshk Nakshbandi then joined us too. Annette has been a valued colleague in all her roles and we shall all miss her very much; she has decided to step down because of circumstances outside the practice.

Clive Rowan, one of our Practice Managers has retired after 8 years service here at Kingstone Surgery and will be missed by all members of staff. In addition to the above changes, we plan to employ additional staff to help us continue to provide a prompt, efficient and friendly service.

We are pleased to announce that Dr Rosie Wellesley will be joining us from 1st November. Dr Wellesley worked here as a locum earlier this year and has been a GP in London for the past several years.

**Repeat Prescription Ordering** - Earlier this year, we introduced a new process for those of you who have regular repeat orders of medication. **Every** time you collect your medication from Reception you will be asked to confirm what you want ordered for the following month, (by ticking the items on the slip attached to your medication bag). Please hand the completed slip back to the receptionist. You will be given a note with the date when the next course of medication will be ready for collection. If you follow this process, there is no need to contact us to check that your medication has been ordered. You will need to follow this process every time you pick up your repeat medication. The benefits of this system means you no longer have to phone the Surgery to order your repeat medication and our telephone lines should be less busy, allowing better access for those issues which require help from our staff.

**Online Patient Access** - A reminder that you can register to use our online patient access system. This enables you to book GP appointments, request repeat prescriptions, and view parts of your medical records. For more information ask at reception or visit our website [www.kingstonesurgery.co.uk](http://www.kingstonesurgery.co.uk) and click on the Patient Access link on the home page. You need to register before you can use the service. You can do this by using the link on our website.

**Roadworks** - There are road works taking place just outside the entrance to the surgery. We have been advised these are likely to go until December 2019. Please be mindful of the no left turn as you exit the surgery gates and allow yourself extra travel time for future appointments you may have.

**Patient Comments Box and Friends & Family Test** - We have received 1 completed Friends and Family questionnaire since the last newsletter. The respondent is extremely likely to recommend our GP Practice to friends and family if they needed similar care or treatment.

**Patient Participation Group (PPG)** - We will be holding a Patient Participation Group (PPG) Meeting in October, exact date TBC. The PPG is made up of Dr Warner, Dr Wissler, Dr Nakshbandi and Charlene Rankin and 6 patient representatives. The PPG meets approx. every 6 months. If you wish to join the Group or raise anything with the PPG please contact The Patient Participation Group c/o Kingstone Surgery.

**If you have any comments on this newsletter, or any other aspect of Kingstone Surgery then please contact:**

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