

Kingstone Surgery Newsletter Winter 2019



Welcome to the Winter 2019 edition of the Kingstone Surgery Newsletter.

News Update

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.

Telephone Lines - We have had a number of patients using the emergency number from 0800hrs to book routine appointments. Our phone lines are open from 0830 - 1800hrs with the exception of 1300 -1400hrs during lunch. Please do not phone outside these times unless it is an emergency. Our staff are unable to book appointments until 0830hrs.

Health Check Appointments - Eligible patients will receive a letter of invite to book in for a health check. We allocate 30 minutes to each appointment and would be grateful if you would book a separate appointment with the Nurse or the Doctor for any other queries not related to the health check. This prevents any delay for yourself and other patients waiting.

PTO

Staff Changes – We are pleased to announce that on 1st January 2020, Dr Alexandra (Alix) Ritson will join Drs Warner and Nakshbandi as a new partner, working 4.5 sessions per week. Alix trained as a GP in Herefordshire and has been working at the Pendeen and Belmont surgeries; her sessions will be additional and add extra capacity to the GP workforce. When Dr Ritson joins the practice, Dr Warner will change his working pattern and will now work only on Monday and Friday, with three surgeries and a half day spent on practice management. The extra sessions provided by Dr Ritson will more than make up for the reduction in Dr Warner's clinical commitment and allow us to cope with the expected rise in patient numbers. The timetable will be updated on the practice leaflet and on the website in January 2020.

Repeat Prescription Ordering - 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.

Care Navigation - Please do not be alarmed if the receptionist asks you for a little information about why you would like to see a GP. This is simply so they can direct you to the most appropriate person. You are under no obligation to provide this information to the receptionist but it would help us to help you and other patients.

MMR Catch Up - NHS England agreed the introduction of a new MMR catch-up programme for 10 and 11 year olds who have not received a completed course of vaccines. The surgery will be writing to the guardians of eligible patients in due course.

Veteran Friendly Practice - We are now an accredited veteran friendly GP Practice. If you are a veteran, please let a member of staff know so we can update our system. This means we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

Contact Details - Please provide a member of staff with your latest contact details so we can ensure we hold the correct information on our system.

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) - The PPG is made up of Dr Warner, 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. Date of next meeting TBC.

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

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Our website address is www.kingstonesurgery.co.uk