

CHRISTMAS PATIENT NEWSLETTER

December 2024



Dear Patient,

Welcome to our latest newsletter, please see important information from the practice. We would like to wish you a restful and wonderful Christmas.



Klinik Update

Due to high demand, occasionally we have to turn off our Klinik form earlier than the scheduled time of 4pm. After this time, we will only have capacity for urgent medical enquiries via telephone, otherwise, Klinik will be turned on again at 8am on the next working day.

We are an on the day service, so please to avoid disappointment, submit a Klinik form as early as possible. Thank you for your co-operation, we really appreciate your perseverance.



Vaccination Campaigns

Recently we have had extremely successful flu & covid campaigns and have managed to vaccinate over 4,505 of our patients.

Next, we will be working through our eligible RSV patients. Please await contact from us before calling to book this in. We will be in contact in due course.

The eligibility criteria is set out by NHS England, and regularly changes. You can check your eligibility by visiting the NHS website. Being able to vaccinate our patients is vital in order to help build immunity in the community and protect those who are most vulnerable to the viruses. We would like to thank you for helping us to make this happen.

Christmas Opening Hours

24.12.24 – Open as usual - 08:30am – 18:00pm

25.12.24 – Christmas Day – CLOSED

26.12.24 – Boxing Day – CLOSED

27.12.24 – Open as usual - 08:30am – 18:00pm

01.01.25 – New Years Day – CLOSED

The last day to order medication from the dispensary to make sure you have it before Christmas will be Tuesday 17th.

If you require medical assistance when we are closed:

- Contact 111 for medical advice out of hours.
- Contact 111 for emergency prescriptions and or for information on which pharmacies are open.
- In medical, life-threatening emergencies, please call 999.



Stay Updated – Follow our Social Media Accounts

We often have lots of useful health information as well as important surgery updates on our social media platforms. [Stay informed and follow us!](#)

Facebook – Kingskerswell & Ipplepen Medical Practice

Instagram & Twitter (X) - [kkippmedical](#)

Feedback & Friends and Family Test

Receiving feedback from our patients and their families is vital in being able to improve our service. If you'd like to leave feedback, there are various ways in which you can leave feedback, either by our friends and family (which can be found on our website or texted to you after an appointment), via email and over the phone.

In the month of November 2024, 308 of our patients completed our Friends and Family survey. 93% of those who completed the survey, gave us positive feedback and ratings.

Some positive comments from the month of November 2024:

- Helpful and pleasant staff.
- Very quick response to Klinik.
- As always... very patient... very informative and very helpful and understanding team
- Appointment made within one hour of sending the Klinik form, the triage system works very well!



Staffing Updates

Our Interim Practice Manager is now Lydia Denyer. Lydia has been with us for over 16 years, working in finance roles and as the Deputy Practice Manager. Congratulations Lydia!

We would like to welcome Dr Philippa Shanklin, our new salaried GP, to the Kingskerswell & Ipplepen Team.



Patient Participation Group (PPG)

Our next PPG is 10th February 2025 at Ipplepen Health Centre. For more information, please email kkipp.ppg1@nhs.net.



Kingskerswell & Ipplepen Charity Participation

Recently, staff at Kingskerswell & Ipplepen Medical Practice have been participating in charity events to raise some money for the cause. By wearing our 'happy colour' to work in October, we raised over £72. By wearing pink for breast cancer awareness, we raised over £102!



Prescription Requests

We would like to encourage our patients to order their medications online via the systmone platform. If you are not registered for online services, you can request to register by collecting a form from reception or calling the surgery to discuss options. Alternatively, you can order your medications via the NHS App. Visit our website for more information [Get a Prescription Online – Kingskerswell and Ipplepen Medical Practice](#)

November activity – appointments and DNAs

In November 2024, we delivered

- 5509 face-to-face appointments
- 272 telephone appointments

97 of our face-to-face appointments were not attended with no prior contact to the practice. This is an improvement from earlier on in the year, however, where possible please contact the surgery to let us know if you cannot attend your appointment so that we can offer it to other patients and avoid a knock-on effect.