

## PATIENT NEWSLETTER June 2025

Dear Patient,

Welcome to our latest newsletter, please see important information from the practice.



### Klinik Update

**We will be delivering a “How to use Klinik Guide” which was recently discussed at the last PPG meeting. We want to ensure that all patients can access our klinik process and are confident with how to use the system.**

**This will be on our website, on our social media pages and leaflets upon request from reception. Remember we will always have staff in the building that can show you how to use it if you're popping past the surgery 😊**

### **Patient Reminders**

- If you live in IPPLEPEN and have a regular prescription please enquire if you could be one of our dispensing patients. Our staff would be happy to see if you're eligible to collect your medication from our dispensing team connected to IPPLEPEN Health Centre.
- Are you aged between 40 -74 and not yet had an NHS Health Check? Please get in touch and we can book you in for one. The check-up helps identify potential health risks early on, allowing for proactive steps to improve health and well-being.
- Our Next half day closure will be on the 26<sup>th</sup> June and we will be closed from 1pm for staff training, this happens three times a year and is a scheme that brings our Primary Care workforce together to learn new skills, hear about new treatments and share good practice.

### **Self-Testing Bay at Kingskerswell**

We have a private self-testing bay at Kingskerswell offering blood pressure, weight and height measurement equipment. If you have been asked for a blood pressure reading, please come to these bays where you can test yourself with ease. We have a patient questionnaire slip which we kindly ask for you to record the result readings, then hand into reception so we can update your clinical record. Not only is this freeing up appointment slots for our nurses and HCA's but also offers you to get this completed at your own convenience. Staff will always be able to help if you need assistance and we are hoping it makes a big difference to the appointment we can offer.

### **Did you know?**

Kingskerswell hits its 20<sup>th</sup> Anniversary this August- the building has been opened for 20 years since renovation back in 2005...who can remember the port-a-cabin visits whilst the building was being built?

### **DNA's- Did not Attend figures for April**

**Did Not attend- 251 appointments- 5067 minutes**

We kindly ask that if you cannot attend your appointment, that you can make us aware so that we can offer your appointment to someone who needs it

### **Friends and Family Questionnaire**

Thank you for your continued support in filling out your experiences after your appointment, we have received 89% Good and Very Good feedback which we are delighted with. We use all your feedback to ensure we are providing the best patient service and improve our service continuously.



### Kingskerswell & Ipplepen Charity Participation

The staff took part in an “odd socks” day last month at both sites wearing odd socks and bright colours. We managed to raise £55 for the Ups and Downs Charity for Down syndrome.

Each month our well-being team choose a focus of awareness for certain charities and support groups, this month we are supporting RNID- Royal National Institute for Deaf People and at the end of the month and we will be holding another dress down day, asking staff to donate to this charity.

Exciting fundraising for Kerswella coming soon... we have 3 members of staff including a GP and Advanced Care Practitioner jumping out of a plane to help raise funds for a minibus for Kerswella to use in the community...keep your eyes peeled for more details soon.....

### 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**

### Patient Participation Group (PPG)

Our next PPG is at Kingskerswell Health Centre on the 11<sup>th</sup> August. For more information, please email [kkipp.ppg1@nhs.net](mailto:kkipp.ppg1@nhs.net).



### Social Prescribing

*Hi! I'm Jo, Social Prescribing Link Worker at Kingskerswell & Ipplepen Health Centre. Social prescribing can help improve your health and wellbeing by connecting you with services and support in the community that meet your needs. We focus on what matters to you to help you find the tools to make positive changes at your own pace. I can help with a wide range of issues that you may have, but I often help patients that:*



- *are feeling lonely or isolated*
- *are living with mild to moderate anxiety or depression*
- *would like to be more active*
- *have financial, employment or housing worries*
- *have caring responsibilities*
- *are facing family or relationship issues*
- *are looking for volunteering opportunities*

*It is easy to self-refer, you can email our team directly at [d-icb.nwwellbeingteam@nhs.net](mailto:d-icb.nwwellbeingteam@nhs.net), submit an enquiry through KLINIK selecting the 'Help with something else' option, or ask at reception.*

### Staffing Updates

After 13 years dedication to the Practices, we have said goodbye to Julie Miller, our loyal Practice Nurse who has now retired. Both patients and staff will miss her, and we wish her a very relaxing retirement and future.



### 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

