

PATIENT NEWSLETTER

October 2024

Dear patient,

Welcome to your patient newsletter for October 2024.

Following our recent inspection,
The CQC rated us as outstanding!

This means that our service is
performing exceptionally well.

We endeavour to continue to
provide you with excellent patient-
centred care whilst continually
trying to improve our services.

To see the full report please visit
our website , or alternatively, follow
this link:

**[Kingskerswell and Ipplepen
Medical Practice - Care Quality
Commission](#)**

CQC rating



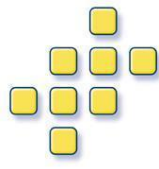
The CQC (Care Quality Commission), are the independent regulator of health and adult social care in England. The CQC make sure that health and social care services ensure quality and safety of care, based on 5 domains in which GP practices (and other health and social care organisations) are inspected on. These are Safe, Effective, Care, Responsive and well-led.

Upon inspection of the organisation, The CQC will rate each of these domains. The inspection is thorough.

You can find out more about The CQC by visiting this website:

**[Who we are and what we do - Care Quality
Commission](#)**





COVID AND FLU VACCINATIONS – AUTUMN 2024

This Autumn, the practice is working hard to vaccinate our patients against Flu and Covid.

Being able to vaccinate our patients is vital in helping to build the immunity in our community and protect those most vulnerable from the viruses.

To check whether you are eligible for the Covid and Flu vaccination, please visit the NHS website and view the eligibility criteria. If you are unsure, you can contact us, and we will be able to tell you.

The eligibility criteria is set out by NHS England and it regularly changes, the surgery has no control of the eligibility.

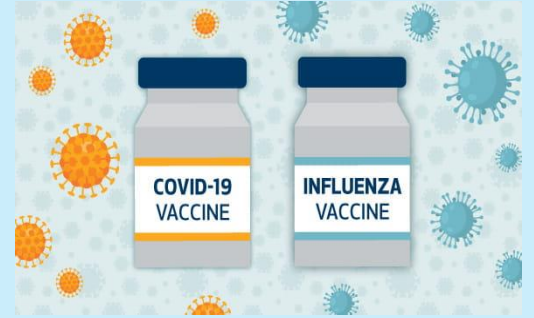
So far, we have vaccinated:

Covid – 2176

Flu – 2257

Pneumococcal – 72

If you need your vaccination, please contact us to find out when our next clinics are.



Patient feedback from our spring clinic and this October

“The clinic was well organised, and the staff were very friendly.”

“Clear instructions. Very helpful staff. Efficient administration of the vaccines. The surgery was very well organised.”

“Good communication for booking the vaccine appointment and with follow up reminders. Smooth, efficient process on the day. No waiting.”

“Extremely well organised and excellent communication”

“Very efficient, timely service.”

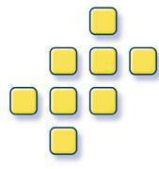
“I was seen very quickly, the nurse I seen was very efficient and polite. Left the surgery before my appointment time.”

“Everything was set up well, I was guided to the correct station. Out within five minutes.”

Useful information

[COVID-19 vaccine - NHS](https://www.nhs.uk)
(www.nhs.uk)

[Flu vaccine - NHS](https://www.nhs.uk)
(www.nhs.uk)



UPDATE FROM OUR DISPENSARY

Our dispensary has been working hard on overcoming the demand in which we have faced over the last year. We would like to thank our patients for their patience and perseverance through this time, and we are proud to say that we are now in a place where we would like to encourage and welcome our eligible Ipplepen dispensing patients to come back to the dispensary for their prescriptions and medications.

If you think you're eligible and would like to use our dispensary, please contact us by email or by visiting at reception.



Go to
systemonline
BOOK REQUEST REGISTER

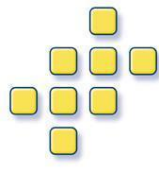


Please visit our website using this link for more useful information

[Get a Prescription Online – Kingskerswell and Ipplepen Medical Practice](#)

We are empowering patients to take control of their own health, by asking you, where possible, to order your medicines online via our systemonline platform. If you do not have access to this, but you would like to, please contact us and we can set this up for you. Alternatively, you can order repeat prescriptions via the NHS App.

If you have any further questions regarding the dispensary and your medication, please do not hesitate to contact the surgery.



KLINIK UPDATES



Following several patient queries around our online triage system – Klinik, we have written a patient user guide to help you navigate your way around it.

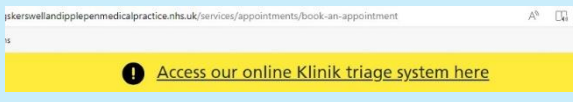
We use Klinik as a clinical triage system so that medical enquiries are prioritised according to urgency. This triage process is used for requesting appointments with the GPs and Advanced Nurse Practitioners.

You **DO NOT** need to fill in a Klinik triage form to request an appointment with a Practice Nurse or Healthcare Assistant, as this does not require a triage process. You will still be able to call the surgery to book appointments to see the Nurse or Healthcare assistant.

If you do not have access to the internet, or are struggling to complete the form, we can show you how to fill it out, either over the phone, or in reception via the tablets.

KLINIK STEP- BY -STEP GUIDE

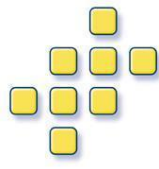
Klinik is accessible via our website. **(Online Contact (klinik.co.uk))**. You can click on the yellow banner at the top of the website page, which reads ‘Access our online Klinik triage system here’. This will take you straight through to the Klinik page and you will be asked to select the most appropriate tile for the nature of your medical enquiry.



When selecting ‘New health problem’ or ‘Recent change or new concern to an ongoing health problem,’ you will be asked a series of questions about your symptoms. If you select ‘Ongoing health problem – request to follow up,’ you will be given just a text box to explain the nature of your enquiry.



**** Once the Klinik form is submitted, it will be sent straight through to the Klinik doctor on that day. They will then triage your medical enquiry and pass it onto the administration team, who will book the appointment or action it as per the doctor’s request. The majority of enquiries will be dealt with on the same day****



KINGSKERSWELL & IPPLEPEN MEDICAL PRACTICE ACTIVITY IN AUGUST 2024

APPOINTMENTS AUGUST 2024

Number of Face-to-Face clinical consultations:

4773

Number of telephone clinical consultations:

263

Total number of Klinik form submissions:

3236

Number of incoming telephone calls:

3927 – significantly less than August 2023, meaning that Klinik is helpful both for patients waiting in our call queues and for staff.

APPOINTMENTS AUGUST 2023

– **BEFORE KLINIK**

Number of Face-to-Face clinical consultations:

3808

Number of telephone consultations:

2404

Number of incoming telephone calls:

5562 – significantly more before we started using Klinik!

DNA (DID – NOT – ATTEND) APPOINTMENTS AUGUST 2024

In August 2024, we delivered 4473 face-to-face consultations, which is significantly more than before we started Klinik! We would like to thank you for your co-operation.

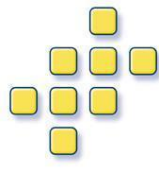
However, in July 2024, **87 appointments** were not attended without any contact to the surgery, which is a significant increase from the amount of DNA appointments in August 2023.

When appointments are missed or not attended with no prior notice, it not only impacts the care in which we give to patients and yourself, but it also leads to a significant waste of time, which has a knock-on effect to other patients who could have been offered that appointment.

If you can no longer attend the appointment in which we have booked for you, whilst we understand it cannot always be helped, we urge you to please let us know as soon as possible so that we can offer this appointment to another patient, so that we can utilise all of our appointments accordingly and ensure that all of our patients receive timely care from the practice.

If you cannot make the appointment and need to let us know, you can call the surgery on 01803 874450 to let us know via telephone. Alternatively, you can inform us via our Klinik platform using the ‘Appointment cancellation/rebooking’ tile – selecting the cancellation option will save waiting in the call queues.





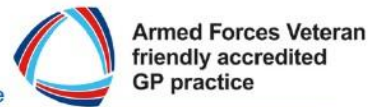
INFORMATION FOR VETERANS – WHAT SUPPORT IS AVAILABLE?

Kingskerswell & Ipplepen Medical Practice is an Accredited Veteran Friendly GP Practice. This means that we are committed to giving the best possible care and treatment for patients who have served in the Armed Forces. For more information, please visit our website: <https://kingskerswellandipplepenmedicalpractice.nhs.uk/patient-care-support/support-for-veterans> For a more detailed overview, as well as details of the scheme, please visit this site: [Introducing Veteran Friendly Practice Accreditation - General Practice Nurse Education Network \(gpnen.org.uk\)](#)

At Kingskerswell & Ipplepen Medical Practice, we understand that the healthcare needs of veterans can be different from those of other patients, as service in the Armed Forces is different to other occupations. Apart from the obvious uncertainties and dangers, service people give up some of their own civil liberties and put themselves in harm's way to protect others. We will endeavour to give all our patients the opportunity to tell us if they are a veteran, and to give our patients as much information as we can on their healthcare rights as a veteran.

Who do we define as a veteran?

For health care purposes, we define a veteran as someone who has served for at least one day in HM Armed Forces (regular or reserve), or who has served in Merchant Navy Seafarers and Fishermen on a vessel at a time when it was operated to facilitate military operations by HM Armed Forces.



Kingskerswell & Ipplepen Health Centre is an accredited Veteran Friendly practice, this means that we're committed to giving the best possible care and treatment for patients who have served in the Armed Forces.

Please notify the surgery if you are a veteran, and scan or click the QR code to find out what this means for you.



Practical and social Support

Veterans Gateway - helpline available 24/7, call 0808 802 1212 or text 81212, visit www.veteransgateway.org.uk for more information

Royal British Legion - support for local veterans, call 0808 802 8080 for information. Local Monthly Meeting: 3rd Monday, 7.30pm, RBL Club, Marsh Road, TQ12 2AP

The Royal Marines Charity - access to counselling, alcohol intervention and support for dependency issues. Call 0800 468 1664 for information

SSAFA - The Armed Forces Charity
Devon Branch: 0204 566 9131
southwest.region@ssafa.org.uk



Mental health support

Veterans and Reserves Mental Health Programme - ask your GP about a referral if you feel your time serving in the armed forces has affected your mental health

Op COURAGE - an NHS mental health specialist service 0300 365 2000

Icarus - free therapy for all veterans and families, call 0333 987 5055

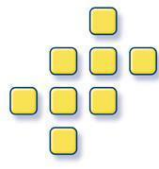
Combat Stress - mental health services for veterans, call 0800 1381619 or text 07537173683 (24/7)

Rock2Recovery - free change management coaching, call 01392 642960 or email support@rock2recovery.co.uk

Veterans Outdoors - outdoor therapeutic activities 07760729080

If you would like to know more about support for veterans in the local area, we encourage you to contact our Health & Wellbeing Team by emailing d-icb.nwwellbeingteam@nhs.net or request a referral from any member of the surgery team.





NATIONAL DIABETES PREVENTION PROGRAMME (NDPP)



Ask risk of type 2 diabetes? Join the next free virtual Patient Information session on Thursday 14th November at 17:30pm. There are other dates available when scanning the QR code.

Patients can register for free and you can find details of all upcoming Patient Information sessions at <https://bit.ly/PatientInformationSessionNDPP>.

The Healthier You NHS Diabetes Prevention Programme, also known as the Healthier You programme, identifies people at risk of developing type 2 diabetes and refers them on to a 9-month, evidence-based lifestyle change programme.

The programme is available both as face-to-face group service and as a digital service. When referred into the programme, people are free to choose between the two.

People on the face-to-face group service receive personalised support to manage their weight, eat more healthily and be more physically active – which together have been proven to reduce a person’s risk of developing Type 2 diabetes.

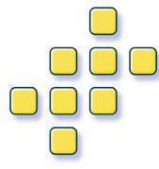
The digital service offers similar support but through the use of the digital tools such as wearable technologies that monitor levels of exercise, apps where users can access health coaches, online peer support groups and the ability to set and monitor goals electronically.

Research shows the Healthier You NHS NDPP has reduced new diagnoses of Type 2 diabetes in England, saving thousands of people from the potentially serious consequences of the condition. It cuts the risk of developing type 2 diabetes by more than a third for people completing the programme.

This is delivered across England, for more information visit these websites:

[Find contact details for the provider of the programme in your area.](#)

[NHS England » NHS Diabetes Prevention Programme \(NHS DPP\)](#)



CLINICAL TEAM UPDATES – WHAT’S NEW?

We would like to introduce you to our new members of the clinical team.

We have a new Salaried GP, and three new GP registrars join us here at the practice.

Welcome:



Dr Peter Little – GP



Dr Daniel Jones – GP
Registrar



Dr Thomas Turner –
GP Registrar

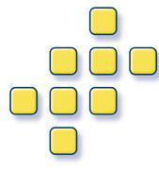


Dr Ayesha Tabassum
– GP Registrar

It is with sadness that Dr Alice Davison, Dr Ben Kingsley-Smith, and Practice Nurse Anna James, have now left Kingskerswell and Ipplepen Medical Practice. We would like to wish them all well for their future endeavours.

We would like to express our gratitude for all of their hard work and dedication to the practice and to our patients.





FRIENDS AND FAMILY SURVEY RESULTS

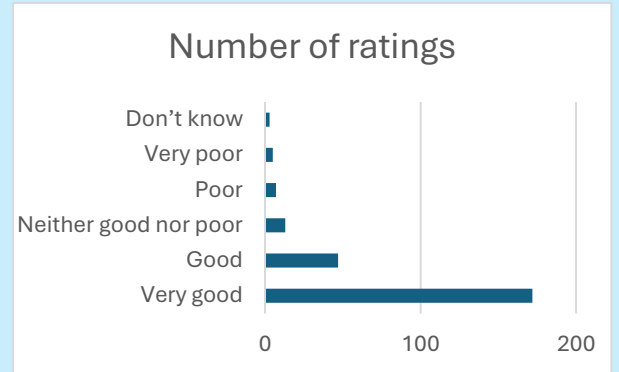
September 2024

In the month of **September** 2024, **181** of our patients completed our Friends and Family survey.

89% of those who completed the survey, gave us **positive** feedback and ratings.

See a breakdown of the results below.

Rating	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Number of ratings	139	18	12	7	4	1



Some positive comments from the month of September 2024:

“Went above and beyond”

“On the day reply to my Klinik form. Much appreciated”

“Felt supported and treated with empathy.”

“Prompt appointment given within half an hour of filling in the Klinik form at the surgery, after being helped by staff to complete.”

“The doctor I saw was very thorough and listened to what I was telling him. Very calming and I left feeling I had been listened to and got the help and support needed.”

“I had a response within 10 minutes of submitting the form”.

“The doctor was very attentive and gave me all the time I needed.”

“I am very happy. This is a great GP Practice, and the ladies are always helpful and friendly on the reception desk whilst you are waiting for your appointment.”

“Staff excellent at all levels, also welcoming.”

“Prompt response from the online form and a very thorough face-to-face consultation”



Take the Friends and Family Test online

Fill out our Friends and Family Test form via our website.

Feedback is essential in order to continually improve our services.

All feedback is welcome and valued.