

PATIENT NEWSLETTER

-May 2024-

Dear Patient,

Here is your monthly Patient Newsletter for May 2024.

Update from our Dispensary

We want to extend our heartfelt thanks for your patience and understanding during the challenges our dispensary at Ipplepen faced over the past few months. We have been working diligently to address these issues, and we are proud to announce that we have made significant progress and are now meeting the demand more effectively.



Patient Participation Group



The Patient Participation Group (PPG) is being re-started at the practice following the Pandemic pause. The PPG is a group of people, who are patients of the surgery, and want to help it work as well as it can for patients, doctors and staff. We will look to work with our patients from all walks of life and supporting organisations to partner with patients and communities to improve services. This group is run by patients and attended by a few members of staff. If you are interested, please email kkipp.ppg1@nhs.net with a subject heading of "PPG". The first meeting is planned for the 3rd of June 2024. We look forward to hearing from you.

Your new Doctors and Practice Nurse

Please welcome Dr Nicola Bell, Dr Victoria Tilney, Dr Rory Honney and Practice Nurse Fiona Leeves.

You may have come in to contact with them at the practice before. The GPs will become new named GPs.



Dr Rory Honney



Dr Nicola Bell



PN Fiona Leeves

Dr Victoria Tilney

Covid Spring Booster Clinic



This Spring, the practice has worked hard on getting our patients vaccinated and protected against Covid for the Spring/Summer seasons. In total, we vaccinated more than 1320 of our patients.

Being able to vaccinate our patients is vital to be able to put in place preventative measures and help to build the immunity in the community against diseases/viruses such as Covid. To check whether you're eligible for the Covid vaccine, please visit the NHS website. The eligibility criteria is usually based off of age and long term conditions that cause a suppressed immune system. Eligibility is set out by NHS England and regularly changes.

Patient feedback from our Covid Clinic

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

"Well organised, no waiting, good experience".

"Efficient organisation of Covid vaccinations".

"Walked in, had the Covid jab and walked out. No waiting".

"Seamless organisation for Covid jab, but mostly kindness and warmth from staff".

"Clear instructions. Very helpful staff. Efficient administration of Covid vaccine. The surgery was very well organised".

"Fast efficient service".

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

"Quick, friendly, painless!"

"Friendly greetings from all staff. Very efficient time management".

"Extremely well organised and excellent communication".

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

"Very efficient, timely service".

"Seamless system in operation".

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

"Seen straight away when entering to give our names etc. Then called by nurse to have vaccination. Thought it was very well planned".



Friends & Family results April 2024

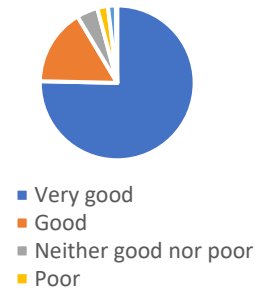
In the month of April 2024, 361 patients took part in our Friends and family survey.

92% of those who took part left us positive feedback and services.

See a breakdown of the results below.

Rating	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Number of ratings	272	58	16	8	6	1

Number of ratings



Some Positive comments from the month of April 2024

"Dr Burlington contacted us swiftly and was understanding and helpful, as she always is".

"I received the advice that I needed in a professional & friendly manner".

"The response to my query was quick and helpful".

"Staff are lovely, friendly and helpful".

"Very thorough and understanding".

"Always receive a quick, professional and friendly response from my GP practice".

"I did a Klinik form and had a call within 40 mins and an appointment half an hour later- amazing service".

"The response to my online query was answered very quickly and I was offered a nearly immediate face to face appointment".

"I was offered an appointment about 2 hours after completing Klinik and the nurse and GP who saw me were very helpful and professional".

"Very pleased with the speed of the reply to my request".

"Dr Burlington put me at ease and made me feel a lot better".

"Dr Davison was really helpful and caring. I had every confidence in her advice".

"Filled in patient Klinik form at 1 30 pm and got a call back within 10 mins even though nothing extremely urgent, I was offered an appointment at Ipplepen at 2.45pm same day and was back home by 3.20pm".

Feedback is essential to be able to improve our services. If you have had an appointment or an encounter with us recently, please visit our website and leave us feedback via our Friend and Family page.

[Friends and Family Test – Kingkerswell and Ipplepen Medical Practice](#)
(kingkerswellandipplepenmedicalpractice.nhs.uk)

National Diabetes Prevention Programme

The National Diabetes Prevention Programme is a Programme that aims to help identify and support patients who have a risk of developing Type 2 diabetes or have already got diabetes. They have online sessions what are comprehensive and designed to be able to give patients knowledge surrounding diabetes and ways in which you can change your lifestyle choices to make the risks lower and better manage your diabetes. Within the programme, many people from many different backgrounds have the ability to share their stories, which in turn will help you to relate to others in the same boat. The sessions are conducted by highly qualified professionals and each session has a different focus, meaning that you are receiving high quality information and advice. Please see the posters.

HEALTHIER YOU
NHS DIABETES PREVENTION PROGRAMME

NHS

Reduce your risk of type 2 diabetes

Do you know if you are at risk of developing type 2 diabetes?

Would you be interested in a free programme that has helped more than 500,000 people in England to reduce their risk of type 2 diabetes?

We'll cover all of this and more in our upcoming virtual information event.

Register now

bit.ly/PatientInformationSessionNDPP

Service provided by **xyla** health & wellbeing
Part of Ascendum Group

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Part of Ascendum Group

There's an upcoming group on the

National Diabetes Prevention Programme

Venue: Dartington Village Hall

Date: From Tuesday 4th June

Time: 2 - 3.30pm

Sessions take place on the same day and time each week and will cover a range of different topics. This will include healthy eating, physical exercise and long-term behaviour change classes, to help you build a healthier lifestyle.

If this date and time suits you then you can head to our website to refer and book your sessions:

www.preventing-diabetes.co.uk

Or you can email us for more information:

info@preventing-diabetes.co.uk

xylahealthandwellbeing.com

Health Tips & awareness!

Diabetes essential checks

The symptoms of diabetes are: going for a wee a lot, especially at night, excessive thirst, losing weight without trying to, genital itching or thrush, slower healing, blurred eyesight, increased hunger.

If you have diabetes, you should have regular health checks, at least annually, to make sure your diabetes is well controlled and to ensure you're staying fit and well.

<https://www.diabetes.org.uk/diabetes-the-basics/diabetes-symptoms>

<https://www.diabetes.org.uk/guide-to-diabetes/managing-your-diabetes/care-to-expect>

Postnatal depression

"Baby blues" may last up to two weeks after a baby is born, but if you're feeling low after that point, then you should seek advice as you could have postnatal depression.

<https://www.nhs.uk/mental-health/conditions/post-natal-depression/overview/>

Stroke Awareness Month

Face, Arms, Speech, Time (FAST): Problems with facial or arm weakness or speech problems can mean a stroke; think FAST and call 999.

The Stroke Association provide vital help, support and information for those who have suffered a stroke and their families, carers and friends.

<https://www.stroke.org.uk/stroke/symptoms>

<https://www.stroke.org.uk/>

Please see more of these on our social media pages



Important Announcement: Retirement of Dr. Paul Melling

I am writing to share some important news regarding one of our esteemed GPs, Dr. Paul Melling.

After 20 years of dedicated service to our practice, Dr. Melling has decided to retire from his role as a GP Partner effective 1st April 2024. Dr. Melling has been an invaluable member of our team, providing exceptional care and expertise to our community throughout their tenure.

Dr. Melling's contributions to our practice have been immense, and his commitment to your well-being has been unwavering. Many of you have built trusting relationships with Dr. Melling over the years, and his compassionate care has made a positive impact on countless lives.

As Dr. Melling embarks on this new chapter of life, we want to express our deepest gratitude for his years of service and dedication to your health and wellness. While we will miss Dr. Melling's presence, we take comfort in knowing that he leaves behind a legacy of compassionate care and professionalism.

We understand that this news may bring about mixed emotions for many of you, but please join us in congratulating Dr. Melling on his well-deserved retirement.

With Dr Melling's retirement there will be changes on which GP you are registered with. These changes will take place over the coming weeks.

In the meantime, rest assured that our practice remains committed to providing you with the highest quality of care. If you have any questions or concerns about this transition, please do not hesitate to contact us.