

Patient Newsletter Autumn 2026

Annual review invitations – What's changing?

If you have a health condition that requires monitoring, we have previously invited you in by your month of birth. However, we are now moving to a new system which will invite patients in 12 months from your last review. For lots of patients who have always been seen in the month of their birth, it won't feel any different.

How you will be invited will not change, this remains as a text message or email. The text messages will appear from 'GP Surge'. If we do not hold a mobile number for you or an email address, you will be contacted by phone call or letter. If you are invited in via text or email you may receive a booking link to book your appointment direct. Many patients find this way of booking appointments convenient, and it helps the practice with managing telephone traffic. However, this is just an additional option and if you wish to call in to the surgery to book or telephone us then you are very welcome to.

When booking online please ensure you check which site you are booking at to ensure you attend the correct site (Kingskerswell or Ipplepen).

The new software the surgery has implemented to support the invite process is called Abtrace. If you decide to book online you will be taken to either an NHS or Abtrace patient portal. This does not require a username or password; you will just need to enter your date of birth to proceed with the appointment booking.

Thank you so much for your support and patience with this change. We will continue to update you as the process embeds and evolves.

GP Partners for Kingskerswell & Ipplepen Medical Practice.



October is stopping smoking month.
If you would like help to try to quit smoking this October, contact Stop For Life Devon on 0800 122 3866 for free support to help you quit.



Covid and Flu Vaccinations

The Surgery is in the process of booking eligible patients in for their covid and / or flu vaccinations.

If you have a mobile/email and are eligible, you should have received an invite by either text message or email.

Please note that text messages may now come through our new system and appear as a message from 'GP Surge'

If you do not have a mobile phone or email and are eligible, the surgery will contact you by telephone.

If you have not been contacted and feel you are eligible, please contact the surgery

Our Amazing Admin have a new look!

You will notice our admin team are sporting a new look to present a professional, uniformed image across the team.



Cancelling appointments

During August 155 appointments were not attended that could have been used by other patients.

Please follow these steps if you need to cancel your appointment:

- Call 01803 874450
- Option 3 to cancel
- Then option 2
- You will be asked the following in this order:
 - Birth year
 - Birth month
 - Birth date

To cancel your appointment by reminder text

If you receive an appointment reminder text, it will include a cancellation link. To use this link, you will need to enter your date of birth.

Staffing Update

We would like to welcome Dr Hmam (GP Registrar), Dr Alok (Salaried GP), and Becky (Operations manager) to the practice team:



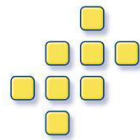
Dr Alok Bahl



Dr Hmam Ghassab



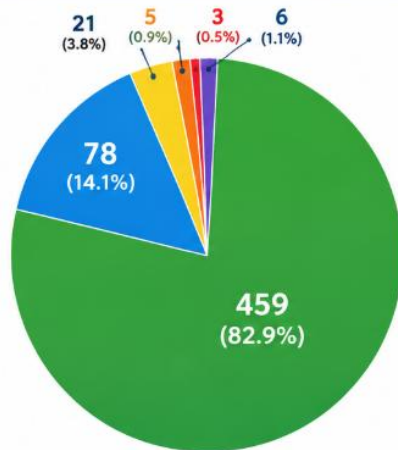
Becky Matthews



Your Feedback Matters

Friends and Family Test – August 2026

Thank you for sharing your views. Here's how our patients rated their experience:



Over 97% of our patients rated their experience as good or very good!



Friends and Family - Very good

459
(82.9%)



Friends and Family - Good

78
(14.1%)



Friends and Family - Neither good nor poor

21
(3.8%)



Friends and Family - Poor

5
(0.9%)



Friends and Family - Very poor

3
(0.5%)



Friends and Family - don't know

6
(1.1%)



We're proud to receive such positive feedback and will continue to work hard to provide the best care for you.



LOCAL PEOPLE HELPING LOCAL PEOPLE

NEED A LIFT TO A MEDICAL APPOINTMENT?

Kerswella Care Medical Transport is available to patients of Kingskerswell and Ipplepen Health Centres.

Our friendly volunteer drivers provide transport to:



Kingskerswell Health Centre



Ipplepen Health Centre



Newton Abbot



Torbay Hospital

BOOK YOUR TRANSPORT ONLINE



kerswellacare.org.uk

or call

07587 973977

for information.

VOLUNTEER DRIVERS NEEDED

Could you spare an hour a month to help someone in your community?



- ✓ No regular commitment – give as little or as much time as you like
- ✓ You use your own car and choose when you're available
- ✓ Mileage expenses are paid
- ✓ Even an hour a month can make a real difference



Interested? Call 07587 973977

Kerswella Care – local people helping local people.