



SPRING PATIENT NEWSLETTER



April 2026

Dear Patient,

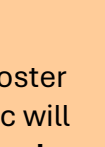
Welcome to our latest newsletter, please see important information from the practice below:

Clinician availability

We understand the importance of continuity of care, and we will always do our best to provide clinician consistency, so that you are able to see the same GP or healthcare professional whenever possible.

However, there may be times when we are not able to offer an appointment with your usual clinician.

Depending on the information in your KLINIK triage form, the type of care you need, and the availability across our sites, your appointment may be arranged with a different member of the team.



Spring COVID Booster Vaccination clinic

We are currently preparing for the Spring Booster campaign for COVID vaccinations. This clinic will run at **Kingskerswell Health Centre** on **Saturday 25th April**.

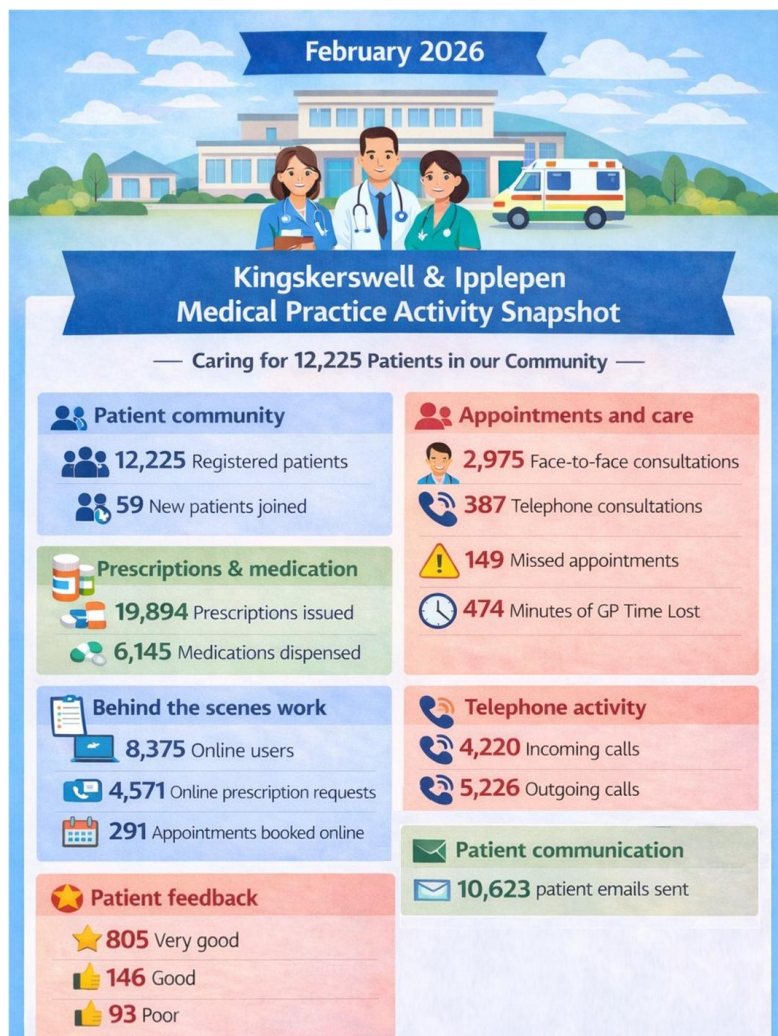
You may be eligible for the booster if you:

- are aged 75 years of age or over
- are aged 6 months to 74 years of age and have a weakened immune system because of a health condition or treatment
- live in a care home for older adults

We have sent a text message to all eligible patients with a link to book into the booster clinic.

If you have not received a booking link, but you believe you may be eligible for the vaccine, please check the eligibility criteria on the NHS website using this link **COVID-19 vaccine - NHS**.

If you meet the eligibility criteria and you have not received a link to book, call us on **01803 874450** between 2pm and 4pm **only**, Monday to Friday.



cancelling appointments

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.

Test results

We are only able to comment on scans or tests that have been requested by the practice. If your investigation was arranged by another healthcare provider, such as Torbay Hospital, you will need to contact them directly or wait for their team to get in touch with you.

The General Medical Council (GMC) advises that the clinician who orders a test is responsible for reviewing and acting on the results. This responsibility can only be transferred if there is clear communication and agreement between the clinicians involved (for example, from a hospital doctor to a GP).

Easter Closure

The practice is closed on **Good Friday 3rd April** and **Bank Holiday Monday 6th April**.

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**

We will reopen on Tuesday 7th April, 8am – 6:30pm.

Patient Participation Group (PPG)

Our next PPG is **Tuesday 9th June** at Kingskerswell Health Centre. For more information, please email kkipp.ppg1@nhs.net.

Stay informed and follow us on Social Media!

Facebook: [Kingskerswell & Ipplepen Medical Practice](https://www.facebook.com/Kingskerswell-Ipplepen-Medical-Practice)

Instagram: www.instagram.com/kkippmedical/

Twitter (X): [kkippmedical](https://twitter.com/kkippmedical)

Kerswella

Kerswella is a community group and registered charity (1199459), currently funded by the National Lottery Community Fund. Kerswella supports patients of Kingskerswell & Ipplepen Medical Practice by offering a range of activities and support for those who may feel isolated in later life. Kerswella services include:

- Transport to medical appointments: for those with no means to attend appointments – (a wheelchair accessible car, and Minibus trips to local venues)
- Memory Cafes for those with cognitive decline
- Befriending service for the housebound patients
- Monthly lunches
- Coffee mornings and afternoon social events
- Weekly café on a Tuesday morning
- Help with benefits forms (for those above pension-age)
- Grief Café: a compassionate and safe space to share experiences and connect with others
- Digital support drop-ins

All Kerswella's services are delivered through a team of dedicated, community-minded volunteers who are essential to keeping the service running. Please call Gill (Care Coordinator) on **07554 667037** if you would like to discuss any of their services listed above or if you would like to volunteer for Kerswella.



Staffing update

We would like to welcome Dr. Isobel Oldfield (GP Registrar) and Michelle (Practice Nurse) to the practice team:



Dr. Isobel Oldfield
(GP Registrar)



Michelle
(Practice Nurse)