

PATIENT NEWSLETTER - September 2025

Dear Patient,

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



As summer draws to a close and we approach the colder winter months, we anticipate increased pressure on NHS services.

From October, we will begin running flu and COVID-19 vaccination clinics. If you are eligible, you will be contacted directly via SMS or phone. Please do not call the surgeries to ask about appointments, as this increases demand on our phone lines.

We kindly ask that you use the following services as your first point of contact before calling the surgery:

- Pharmacies
- NHS 111
- Local walk-in centres

These services are here to support both you and us, especially during the busy winter period. Thank you for your understanding and continued support.

Patient Reminders

- Our next half day closure will be the 25th of September from 1pm, please be aware that the building will not be open for the afternoon and will reopen as normal on Friday 26th September. This is for staff training.
- A notice for our Ipplepen Dispensary patients, the Dispensary will be closed on 2nd October from 1pm for training for the whole afternoon, we will reopen as normal on Friday 3rd October.
- Our Flu clinics will be Saturday 4th October at Kingskerswell and Saturday 11th October at Ipplepen. Please **DO NOT CALL THE PRACTICE**. If you have a mobile, we will send you an invitation to book. If you do not have a mobile, please call between 11 and 12 or 14:30 and 16:00 if possible. Where possible please avoid calling on a Monday.



Volunteer Drivers REQUIRED

Do you have a car and a little spare time?

We need your help to take local residents to medical appointments when they have no transport.
You just need a full driving licence and a caring attitude.

Any age welcome

No Commitment Required

Use your car or ours

Expenses & mileage paid

Just 1 hour a month helpsmake a real difference



VOLUNTEER

Further Information

Call Gill
07554 667037



DONATE

Thank you for supporting your community!

Grief Café in Ipplepen and Kingskerswell run by Kerswella

Kerswella is pleased to announce that our Grief Café will resume in October – we now have a new facilitator.

The idea of the Grief Café is to offer a safe and compassionate space where you can share your experiences, find comfort, and connect with others who understand what you're going through. Whether you have recently lost a loved one or are still navigating your grief journey, you will be warmly welcomed.

Cathy, who will lead this group has Levels 2 and 3 Counselling training and has also worked as a Samaritan. She is also a trained Soul Midwife, comfortable talking about all aspects of death and grief and, having experienced her own losses, understands that grief can be different for everyone and for each loss that we experience.

She says “there is more to grief than just bereavement and also there is no formula or solution for grief, we just have to learn to live with it in a way that is bearable for us” - “Grief can mean the loss of so many things as well as loved ones and I would like to expand the Café to include other losses”

The Grief Café will take place on the SECOND Wednesday of every month:

- 10.30am At The Parish Centre small room in Kingskerswell
- 2pm at The Hub on Fore Street in Ipplepen.

No booking required – just come along but please do feel free to contact Gill at Kerswella on 07554 667037 if you would like to ask more



Charity Support

Supporting Suicide Awareness This September

This September, our Health Centres are proud to support **Suicide Awareness Month**. Suicide affects many lives, and raising awareness helps break the stigma and encourages people to seek support.

On **Friday, 10th September**, we will observe **Suicide Awareness Day**. To raise funds for suicide prevention charities, our staff will be participating in a **non-uniform day**. If you or someone you know is struggling, please remember that help is always available.

Support and information:

- **Samaritans** – Call **116 123** anytime, free and confidential. Visit [samaritans.org](https://www.samaritans.org)
- **Mind** – Mental health charity offering advice and support. Visit [mind.org.uk](https://www.mind.org.uk)
- **Campaign Against Living Miserably (CALM)** – Support for men. Call **0800 58 58 58** or visit [thecalmzone.net](https://www.thecalmzone.net)
- **Papyrus HOPELINEUK** – Suicide prevention for young people under 35. Call **0800 068 41 41** or text **07860 039967**. Visit [papyrus-uk.org](https://www.papyrus-uk.org) If you are in immediate danger, please call 999 or go to your nearest emergency department. Let's work together to raise awareness and support those who need it most

Social Prescribing

Scam prevention support services:

Please find below information relating to services that can help you to stay safe from scams and fraud.

For everyone:

- Contact the Citizens Advice consumer line for support: [Get help with scams - Citizens Advice](https://www.citizensadvice.org.uk) or call 0808 223 1133
- This is the Government website offering advice for keeping safe from fraud: [Reporting fraud - Stop! Think Fraud](https://www.gov.uk/guidance/keeping-safe-from-fraud)

For people aged 50 years and over:

Age UK Devon offers one to one advice sessions with their Scams Awareness Service for people who are worried about being scammed, have been scammed and/or would like advice to avoid them in the future.

Visit their website at [Age UK Devon | Scams Awareness Service](https://www.ageukdevon.org.uk/scams-awareness-service) for more information or call 0333 241 2340. You can also download these helpful guides:

- **Avoiding Scams:** [ID205694 Age UK Avoiding scams 08 25](#)
- **Staying safe: Keeping yourself safe at home, out and about and online:** [ID205693 Age UK Staying safe 08 25](#)

Kind Regards,

Health & Wellbeing Team

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](#)

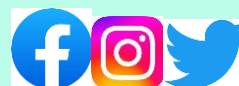
Patient Participation Group (PPG)

Our next PPG is at Kingskerswell Health Centre on Monday 13th October. For more information, please email kkipp.ppg1@nhs.net.

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](#)

We have a new email if you wish to provide feedback or any concerns with our service. Please email kkipp.feedback@nhs.net