

# Patient Newsletter

January 2024

*\*Dispensary updates \*Information about urine samples \*Klinik & Klinik feedback \*Friends & Family test feedback \*social media*

## **Happy New Year to all of our patients!**

***Dr Anna Kennaird and Dr Paul Melling would like to thank everyone who has taken the time to send messages and their love- they have both been very touched.***

### **Urine Samples**

Please make sure you only bring in urine samples if a clinician has requested that you do so. If it has not been requested, we cannot accept it. If you are symptomatic and think you require it being tested, please fill out a Klinik form or take it to a pharmacy.

### **Dispensary updates**

Thank you for your kind understanding and patience during some challenging times for our dispensary. We have slightly adjusted our collection times to enable our team to have dedicated time to accommodate the extra demand on our system. Our team has also been working hard to overcome national supply issues of some medications and we will continue to try to overcome these whenever possible.

We also have ongoing extra staffing to help with the prescription request pathway and this service. We are sorry for any inconvenience caused.

### **Kingskerswell and Ipplepen Social media**

Follow our social media platform and stay up to date with practice information and health related information that could be useful for you or a loved one. Please use the QR codes or usernames below to follow us. **Instagram & Twitter – kkipmedical**



### **Klinik updates**

Just a reminder that we are booking GP appointments through the Klinik system, in which is accessible via our website and our Klinik link. When filling out the form please do not use your NHS Login, it will not work, and your form will not be sent to us. This is because Klinik isn't currently integrated onto the NHS app, however, Klinik are currently undergoing testing so that this can be done in the future.

**PLEASE NOTE- When you have submitted your Klinik form, you should expect a same day reply/appointment so please make sure you have your mobile or telephone close by.**

**If there are any times during the day you are not available, please let us know on the form when it asks you about availability.**



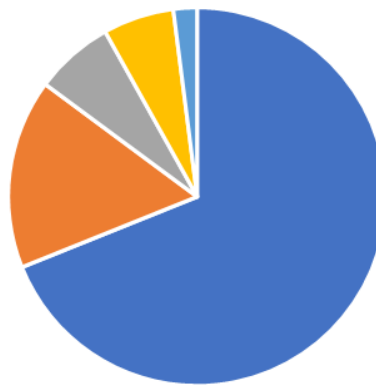
Klinik Access QR code

## Friends & Family test results in the month of December 2023

In the month of **December 2023**, 148 Patients took part in our Friends and Family survey.  
**85%** of the patients who participated in the survey, rated us **good** or **very good**.

**Very straightforward process and same day response. Great surgery.**

Number of ratings



■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor

**Prompt response and very friendly and helpful reception.**

**After submitting my form I was contacted within 10 minutes!**

**An amazingly quick response and appointment. A thorough consultation and examination.**

**Friendly nurse we all know and love, prompt and professional.**

**Exceptional care and compassion. Knowledgeable and personable.**