

CHRISTMAS PATIENT NEWSLETTER

December 2025



Dear Patient,

Welcome to our latest newsletter, please see below for important information from the practice. We would like to wish you a restful and wonderful Christmas.



Important notice for patients

One health concern per appointment

To ensure every patient receives the time and attention they need, please note that each GP appointment is for one health problem only.

If you have more than one issue you'd like to discuss, please submit a separate KLINIK triage form or book an additional appointment for each concern.

This helps our GPs manage their time effectively and ensures you get the best possible care for your individual health needs.

Thank you for your understanding and cooperation.



Christmas opening hours

- Wednesday 24th December: 8am – 6.30pm (normal opening hours)
- Thursday 25th December: Christmas Day – **CLOSED**
- Friday 26th December: Boxing Day – **CLOSED**
- Monday 29th December – Wednesday 31st December: 8am – 6.30pm (normal opening hours)
- Thursday 1st January: New Year's Day – **CLOSED**
- Friday 2nd January: 8am – 6.30pm (normal opening hours)

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**

Vaccination campaign

We have recently had another successful flu and covid vaccination campaign where we have vaccinated a total of **4582** patients.

We will now be working through a list of patients eligible for the Respiratory Syncytial Virus (RSV) Vaccination. Please await contact from us before calling to book this in.

The eligibility criteria is set out by NHS England and you can check your eligibility by visiting the NHS website at **RSV vaccine - NHS**. Being able to vaccinate our patients is vital in order to help build immunity in the community and protect those who are most vulnerable to the viruses. We would like to thank you for helping us to make this happen.

Dispensary opening times

Monday:	08:30–13:00	14:00–18:00
Tuesday:	08:30–13:00	14:00–18:00
Wednesday:	08:30–13:00	14:00–18:00
Thursday:	08:30–13:00	15:00–18:00
Friday:	08:30–13:00	14:00–18:00

Prescription enquiries line opening times

Our prescriptions line is open from **10am to 12pm, Monday to Friday**. Please call during these hours for any prescription enquiries, as we are unable to assist with these enquiries outside of these times.



Group Clinics at Kingskerswell & Ipplepen Health Centre: update

Group clinics are a way of supporting patients with long-term conditions. They are delivered to patients with similar health issues in a supportive group setting.

We recently ran our first ever Group Clinic for patients with Chronic obstructive pulmonary disease (COPD) who were due their annual review.

The first session included a group of five patients with COPD, that was delivered by Anne (Practice Nurse) and Jo (Social Prescriber).

Patients were able to share their experiences of their condition with each other and pose questions to Anne in a group discussion.

The feedback from the group was fantastic and patients shared that the best part of the session was:

“talking to others about my condition”

“the feeling of isolation lifting and to share experiences with others. I can’t praise this initiative enough!”

Please watch this space; we hope to be running more Group Clinics for patients with other health conditions over the next few months.

November activity – appointments and DNAs

In November 2025, we delivered

- 3423 face-to-face appointments
- 307 telephone appointments

During November a total of 89 appointments were not attended. Wherever possible, please contact the surgery to let us know if you cannot attend your appointment so that we can offer it to other patients to avoid wasting valuable appointment time.

Patient referrals: a reminder

Our clinical staff make referrals to a wide range of departments and services for our patients.

We would like to remind patients that our GPs do not decide referral criteria, and we can only make a referral if you meet the required eligibility.

If a referral is declined, it is unlikely that we will be able to change the outcome of this decision.

Support with energy costs this winter

LEAP (Local Energy Advice Partnership) is a free service that helps Devon residents stay warm and reduce energy bills by accessing government supported grants for home energy improvements.

Visit the website applyforleap.org.uk/about-leap/ or call **0800 060 7567** for further information.

If you would like a referral to the scheme, please contact the surgery’s Social Prescriber, Jo, by calling the surgery or by email at d-icb.nwwellbeingteam@nhs.net.

Local organisations such as Citizens Advice (Teignbridge) can also refer to the scheme. Their contact number is **0808 278 7997** and details of their drop-in service can be found here citizensadvice.teignbridge.org.uk.

Prescription requests

We would like to encourage patients to order medications online via SystmOne Online. If you are not registered, you can collect a form from reception or call the surgery to set this up. You can also order prescriptions through the NHS App.

Visit our website for more information: **Get a Prescription Online – Kingskerswell and Ipplepen Medical Practice.**

