

Introducing - Practice Manager

We are very pleased to announce the appointment of our new Practice Manager Hena Afzal and here is a personal message from her:



'I just wanted to say a quick hello, my name is Hena and I'm the new Practice Manager with the Kensington Partnership. I've worked in the NHS for 12 years, most recently at Bradford District Care Trust as A Hub Team Manager. I've been given a very warm welcome and I'm excited to meet some of you at our Patient Participation Group (PPG) meeting. We're working very hard to make some changes in our Practices and have started with recruitment to reception and back office positions to allow for more call handlers to be available when you try to reach us. Please get in touch if you're unsure of how to use our online services as we can advise or sign post to available events to support you. We're also working on our website, and hoping to see some changes to make your experience easier and more importantly quicker. Look out for this, plus more!'

The next PPG meeting will be held on Monday 28th February 2022. If you would like to join the PPG group please contact us via email: surjicaair@bradford.nhs.uk
Come and join us to make a real difference to help all the patients

The role of the Patient Participation Group is to: Contribute to continuous improvement of services
Encourage improved communication between the practice and its patients
Help patients to take more responsibility for their own health
Provide practical support and help to implement change

Flu & COVID-19 Vaccinations

We have been busy administering Flu and COVID-19 vaccinations. Since last year we have administered 15,953 COVID-19 vaccinations.

Currently we are running a number of walk-in and appointment only flu and COVID-19 vaccination clinics and these are being advertised through:

- Social media platforms
- Posters in reception areas
- Texts to patients
- Through our website



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- How to Book Appointments
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- Building Bridges Project

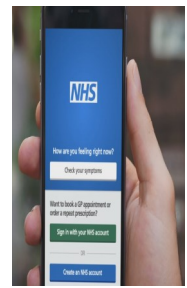
How to Book Appointments

Patients are able to book appointments via four different routes, these are:

- Phone from 8am
- NHS App
- e-Consult (Over 18's only)
- Online booking appointments available - 7am and 7pm

If you cannot attend an appointment it is vital that you let us know as soon as possible so that we can offer it to another patient.

Last year 6200 appointments were unattended this is waste of everyone's time and resources.



The Friends and Family Test

What do you think of your GP Practice? Would you recommend it to your friends and family? We are always grateful for your feedback and we learn from it. The friends and family test forms are available in our consulting rooms and in the reception areas.

Here are some of our patients' views:

- 'The main reason for recommending Kensington Partnership is because doctors are very nice and helpful.'
- 'Appointment was on time for my smear/asthma test. The nurse was very understanding and informative.'
- 'The main reason always recommend your practice to my friend and family is because of the staff here. Kensington Partnership offers top notch service and assistance each time I checked in. They are so friendly and welcoming.'
- 'Help with medication for my dad. The receptionist was very helpful and well spoken.'
- 'Dr was so kind and helpful. Answered all my questions with so much respect.'
- 'The receptionist is always polite, and professional to all the patients all the time. Doctors are good too but unfortunately senior doctors are not always available. Appointments must need improvements.'

Managing Diabetes during Ramadan



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

If you're living with diabetes and preparing for Ramadan, **Diabetes UK** has a range of information available to help you decide whether to fast and to support you if you do. This year, it's also important to know that having the coronavirus vaccine does not break your fast.

Choosing whether to fast is a personal choice, however, speaking to your Imam and healthcare team in advance can help you decide whether it is right and safe for you to do so.

If you'd like to chat to someone at Diabetes UK, call their Helpline on **0345 123 2399**. If you wish to speak in another language, this can easily be arranged.

There are also free online course available in Urdu and English on how to control your diabetes during this period run by Bradford's diabetic dietitians. For information ring 01274 365884

Building Bridges Project

In Partnership with Yorkshire Air Ambulance Charity, 5 creative skills workshops were held to develop skills, help with well-being, developing self-esteem and confidence. A group of 19 women and children took part. All the items made were sold to raise money for the charity.

Last year the Yorkshire Air Ambulance made a collection from Kensington Street for their charity shop. Thank you all those patients and staff who donated. The Air Yorkshire Ambulance charity will have another collection day on Thursday 28th April at 12pm at Kensington Street car park area for any unwanted clothes or gifts.

These items can be sold in their charity shops to raise funds for this very important charity.



Contact Us

Kensington Street
Health Centre
Whitefield Place
Bradford
BD8 9LB

Tel: 01274 499209

Lower Grange Medical Centre
The Square
Lower Grange
BD8 0QN

Tel: 01274 881646

Mughal Medical Centre
55 Ivanhoe Road
BD7 3HY

Tel: 01274 504425

Woodroyd Medical Practice
Woodroyd Road
West Bowling
BD5 8EL

Tel: 01274 377712

Email:
B83052.kensingtonstr@nhs.net

Visit us on the web at
www.kensingtonpartnership.org

All patients attending any of our sites are requested to wear face coverings to keep everyone safe.

Our Clinicians

As well as GP's we have a numerous other clinicians and staff who are here to help our patients:

- Approved Practitioners
- Dietitians
- Nurses
- First Contact Physiotherapists
- Social Prescribers
- Pharmacists

Our trained receptionists/ care navigators will offer appointments with appropriate clinicians and staff to meet the needs of our patients.

Happy International Women's Day

Tuesday 8th March

This year's theme is break the bias

[IWD 2022 campaign theme: #BreakTheBias \(internationalwomensday.com\)](#)



Together4Health
Happy, Healthy at Home

The Gillington Centre

GIRLINGTON COMMUNITY CENTRE



COMMUNITY HEALTH AND WELLBEING EVENT FOR WOMEN

WEDNESDAY 9TH MARCH
10:00-14:00

CANCER SUPPORT YORKSHIRE/PENNINE BREAST SCREENING/NHS HEALTH CHECKS/DIABETES/HEPATITIS C/NETWORKING/ADVICE/INFORMATION/HAND MASSAGE & MUCH MORE! REFRESHMENTS PROVIDED

FOR MORE INFO
CALL 01274 542544
Gillington community centre
Gillington Road, BD8 9NN



The Gillington Centre

Together4Health
Happy, Healthy at Home

LEARN HOW TO ACCESS YOUR GP SERVICES USING YOUR PHONE OR COMPUTER

EVERY MONDAY & THURSDAY
13:00-15:00

GIRLINGTON CENTRE

LIMITED SPACES TO BOOK A PLACE
01274 542454
a.nadeem@gillington.org.uk



LEARN HOW TO:
MAKE A GP APPOINTMENT ONLINE
USE THE NHS APP
ORDER A REPEAT PRESCRIPTION ONLINE
RESPOND TO A LETTER FROM THE HOSPITAL