

This month I am starting with a favour to ask. You are probably aware that we have 'extended hours' appointments (a clunky way of saying appointment slots outside of the usual 9 am-5.30 pm). These are designed especially for working patients who can't get to us so easily at other times. From October, across Herefordshire, these will be delivered centrally by the Herefordshire general practice 'Taurus' team. They are at the moment asking people to fill in a questionnaire about how you would like these to be delivered. We are **very** keen that at least some are delivered **LOCALLY** from Kingstone, so that you can benefit without having to travel into Hereford. If you could spare five minutes to fill in the feedback form and have your say, that would be great. We really want to have your voices heard.

The link is [here](#) or you can point your smart phone camera at the QR code below. (I am sinfully proud of having learnt how to set up a QR code).



Herefordshire General Practice Engagement

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We also have a new method to contact us for administrative requests. If you visit our surgery website <https://www.kingstonesurgery.co.uk/> you can send a message via a link on there. It is perfect for routine administrative requests such as a routine sick note (especially if we are already aware of the illness). It is not ideal for clinical queries which usually need a discussion. Please allow 2 working days for a response.

Covid vaccination clinics – we are now running our last spring booster clinics this month. If you have not had a spring booster and are eligible (over 75 years or immunosuppressed) you can still book an appointment at a mass site. There is a good link on our website or here:

<https://www.herefordshiregeneralpractice.co.uk/for-patients/vaccination-clinics>

Charlene Rankin, our practice manager is keen I let you know that we have a new phone system being installed next month. Although we don't anticipate any problems- she would like to apologise in advance if we get any technical glitches! Also- you will notice that in communal areas staff may no longer be always wearing masks. Clinicians will still wear masks when they see you (to respect whatever choice you have), and we would ask that you still wear masks when coming into the waiting room. This is to respect those who may be more vulnerable and waiting for an appointment. As always, I would like to thank everybody for being so understanding about this, especially as mask wearing stops being normality elsewhere.

Finally, we have been enjoying the racket of the birdsong as so many sparrows nest around the surgery. And we also feel blessed: on the hottest day of the year so far one of you popped in and

delivered us ice creams. We are always really grateful for the kindness of the community. Our waistbands are suffering but it cheers us up no end.