

Kingstone newsletter April 2024

Firstly the exciting news you have ALL been waiting for: **Covid Spring booster vaccinations**. We are running two weekend clinics for these in May (currently planned for Sunday May 12 and Saturday May 18). We look forward to seeing all of those who are >75 years (or those over 17 years who fit the strict 'immunosuppressed' criteria) there. You should have received a text message invite with a link to 'self book' by the time this newsletter comes out. If you have not, check your eligibility via our website and then contact us. Those without mobile numbers we will be calling on your landlines, but this is understandably less speedy and less reliable.

Fun Phone Facts: Although our phone system is a bit sterile (with its multiple options and none of them in your Kingstone surgery staff voices) it is also very useful and gives us a regular report. February data tells us that we had 4,701 inbound calls to the surgery, and the average queue time was 2 minutes 20 seconds. It will not surprise you that Monday has the most incoming calls, followed by Friday. Up to a quarter of our calls are to the prescription line. Please remember everyone has medication access enabled via the NHS app (or desktop version), and you can request repeat medicines this way too.

Software and Online access updates: We have had an apology from our software provider we thought we should pass on. (For the curious, Herefordshire use EMIS- which is not the company owned by Frank Hester who got himself into trouble recently when he was so rude about Dianne Abbott). Anyhow, EMIS have written:

'We understand that some of our patients may have been unable to view certain documents (e.g. letters from the hospital) when using online services due to a software problem. We sincerely apologise for any inconvenience this may have caused. We are pleased to inform you that this issue has been resolved; any new documents added to your electronic GP health records will be visible and it may take up to a month for older, affected documents to become visible. Your GP team will have been able to access the letters, so your care will not have been affected during this time.'

Finally, Our Tracking the News team asked for an update on our GPs at the surgery. We are Dr Teshk Nakshbandi and myself Dr Rosie Wellesley (GP partners), as well as Dr Ed Dennisson, Dr Bringsty Edwards, Dr Laurretta Hughes, and Dr Ruth Hillier. Our GP trainee for the next 4 months is Dr Amar Rehal. Don't forget to check our website <https://www.kingstonesurgery.co.uk/> for other staff and updates.