

Kingstone newsletter July 2023

Firstly a HUGE **THANK YOU** to the pupils of Kingstone and Thruxton Primary School who dropped in unexpectedly this week and gave us a card and some delicious edibles. We were so touched that the admin staff receiving them got tearful!

We are delighted to be part of our strong local community.

Patient feedback: We take our patient feedback very seriously. One of you suggested we wear name labels and the team thought this was a great idea. Now we have shiny magnetic labels. Do remind us if we forget to put them on.

HOT OFF THE FEEDBACK PRESS, the latest GP National Survey results are out and 91% of you described their overall experience of Kingstone surgery as good (ICS result average 76%, National average 71%) , and 92% find it easy to get through on the phone (ICS result 56%, National result 50%). You can read the full results here (although I think the Daily Mail reporters are on it today and the link has been very slow)

NHS app: NHS England is in love with its app. Matt ‘the app’ Hancock promoted it heavily in his time, and now it is our turn. It is- in fact- very useful. You can see your repeat medicines (helpful when you are not aware that we have added your hospital suggested medications to your repeat list), you can make sure your details are correct AND you can order repeats through it (especially helpful if they are ‘variable use’ repeats such as reliever inhalers/ eczema creams etc). If you want more detailed record access, we admin can arrange this if you come in with photo i.d. <https://www.nhs.uk/nhs-app/>

The more you make use of the NHS app, the more we can keep those phone lines easy to get through to! We will aim for 99% on feedback next year.

Self care: Our services are contracted by the local ‘Integrated care board’ (yes, more acronyms, the ICB). They have reminded us again NOT to generally give you a prescription for over the counter medicines for a range of minor health concerns. Instead, over-the-counter medicines are available to buy in a pharmacy or supermarket (as well as the local Kingstone village stores which stocks antihistamines and painkillers). This is particularly for things such as conjunctivitis/ head lice/ haemorrhoids/ ear wax /insect bites/ threadworms. Read here for information on what conditions we will direct you to pharmacies for: <https://www.england.nhs.uk/wp-content/uploads/2018/08/1a-over-the-counter-leaflet-v1.pdf>

Finally, I have been reading a history of Kingstone and was amazed to learn that Rudolf Hess was imprisoned locally after 1941, and was flown out from the Madley air base to his Nurenburg trial in 1946. That made me look at my consulting room view with a new perspective.