

Newsletter June 2018

Text messages:

Kenmore operates a text message reminder service for appointments. If you would like to sign up for this, please contact Reception. All information is held confidentially. This service will help to reduce the number of failed appointments. **Please notify us if you change your mobile number, address or telephone number.**

The benefits of "going on line" at Kenmore.

40% of patients are using this system so more appointments are now available on line. At any time day or night you can order your repeat prescription / book an appointment with a doctor/ view your list of medications / view your blood results. **To register, please ask at Reception and they will help you – it's easy!**

Please remember that appointment slots are for 10 minutes. If you require longer, or wish to discuss more than 1 problem, please book a double appointment. Thank you.

Telephone consultations: The last 4 appointment slots with patients for each doctor are dedicated to telephone consultations. These are suitable for eg: medical results / drug reviews / referrals and general advice. These can be booked via Reception as usual.

Staff car parking: *In order to free up more parking spaces for patients our staff are no longer able to park at Kenmore, we would be most grateful if any patient living close to Kenmore would allow a member of staff to park in their drive. If you could offer this service please let the surgery know. **Please help!!***

Alexandra Hospital: Kenmore are now working with BMI The Alexandra Hospital, to offer consultation at the surgery for: Hip & Knee problems; General surgery; Spinal and Back complaints. For more information on how to be referred, please speak to your GP.

Staff Changes: Dr Tom Steele will be re-joining Kenmore as a Partner in September. Kathy Wellman, Practice Nurse and Susan Hann, Receptionist, have recently retired. We wish them both a very happy retirement. Suzanne Wood, practice Nurse, has left this month and has been replaced by Laura Thomson. Nina Mountney has joined the Reception team. We welcome them both to Kenmore.

Cost of NHS services. It has been reported that:-

Average prescription £25 GP appointment £36
GP home visit £110 District Nurse £70
A&E visit £130 Ambulance carriage £275
Food for thought?

The Postal Pharmacy Company 2U has been aggressively targeting patients again recently. Kenmore believes that the information has been taken from the Electoral Roll. **This company is not endorsed by Kenmore.**

General Data Protection Regulation. Kenmore are working towards compliance and wish to assure patients that it will not make any difference to present healthcare provision for patients.

"10 tips for seeing your doctor". A leaflet is available at Reception explaining helpful hints for consideration before your appointment with your doctor. This is also available on our website.

Surgery closure and prescriptions: the next closure for staff training will be on the afternoon of **Wednesday 5th September 2018**. **The surgery will close at 1.00pm that day. The pharmacy will remain open – access by the surgery fire door.**