

# Kingswood Health Centre Patient Newsletter



## New Health Centre—Nearly There!

Over the last few weeks patients and visitors to Kingswood Health Centre will have noticed a great change to, what was the "building site next door". We are now looking at an August / September completion date assuming all work now goes according to plan.

Most of the external building works are complete and much work is being carried out internally.

We are very much looking forward to moving in and settling down to make the new venture a successful one to provide the service that our patients here in Kingswood need.

### Staffing

We are pleased to announce that Kate, one of our administration/reception colleagues has given birth to a healthy baby girl, Erin. We are sure that you will join with us in sending her our congratulations, as you will to Dr. Lucy Puddicombe who has recently become married.

*Robert Baggs* (Practice Manager)

## IMPORTANT NOTICE CAR PARKING

We wish to inform all patients and visitors that, as a result of the continuing development work on our new surgery and on the new Children's Hub building next door, the contactors will soon be working in the car park we currently use and it will no longer be available to us.

This means that from Monday 1<sup>st</sup> August until at least Friday 30<sup>th</sup> September (but probably sometime in October) we will not have any car parking facilities, other than a couple of parking spaces for disabled patients. All patients, visitors and staff will therefore need to make alternative arrangements for parking their vehicles.

However, for the month of August ONLY the Head teacher at the Park Primary School has very kindly agreed for patients to use the school car park, although spaces there are limited. I must stress that this arrangement is only for August as it is the school holiday period and the car park is not, (*contd. overpage*)

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Website address =  
[www.kingswoodhealthcentre.co.uk](http://www.kingswoodhealthcentre.co.uk)

### Useful Information:

We are open from:-

8:30am to 6.30pm  
on Monday to Friday

and also from

8.30 to 11.30am  
on Saturday

Appointments:  
(0117) 961 1774

Out of Hours Care:  
0845 121 0504

NHS Direct:  
0845 4647

If you have any comments or queries about the service we provide at Kingswood Health Centre, or any issues raised in this newsletter then please contact:-  
Robert Baggs, the Practice Manager, by email (via the comments section of our web-site) or by letter.

## IMPORTANT NOTICE - CAR PARKING (contd.)

*(continued from previous page)*

during this time, required for staff and parents.

We understand that this will cause problems and apologise for any inconvenience this may cause, but hope that you will understand that there is nothing that we can do about the situation other than to look forward to when our new car park will be completed.

Finally, I would ask that, wherever you park, you do so safely, considerately and legally.

Thank you for your support.

### New Telephone System

We have recently introduced a new telephone system in readiness for our move into our new building. Our receptionists deal with thousands of calls per month and we know how important it is for you to get through to us. We hope the new system meets with your approval and we will be adjusting how we manage it over the next few months to ensure it is meeting the demands placed upon it. Any comments you have on this would be gratefully received.

### Staff Uniforms

You may have noticed that our staff now wear a uniform so patients and visitors can recognise who is available to help them. We feel this to be an important change and enhances the professionalism of the team. We hope you agree.



### Kingswood Health Centre Logo Competition

As we are moving into our new building later this year we have decided to look at introducing a logo that will help further establish our identity in the local community. Consequently we are inviting patients to design a logo that they feel would serve that purpose. If you would like to take part in this competition please submit your design to us by no later than the end of August and we will select the one we feel is most appropriate. The winning designer and design will be featured in our next newsletter and on the Kingswood Health Centre web-site.

## Appointment Reminder Service Available

Every month missed appointments at Kingswood Health Centre result in wasted doctor time and longer wait times to see our clinicians. However, some of these appointments are missed because patients simply forget that they have one.

To try to reduce the number of appointments that are

wasted, we use a service that sends a text message to patients on their mobile phone 24 hours before their appointment and gives them an opportunity to cancel the



Appointment if it is no longer needed. In order for this system to work effectively we need your current mobile telephone number — we cannot send you reminders if we cannot contact you!

**Please check with reception to ensure we have your current mobile details.**