

## **Kingswood Health Centre** **Re-development**

The portacabins have now arrived (see the picture on the cover of the newsletter of them being delivered) and we are rapidly approaching the time we move into them. The timetable is:

**Mid – June** – move of staff from the existing health centre into temporary portable accommodation on the existing site, (please note that we will carry on providing exactly the same service as we do at the moment, but will be closed for a short time during the move).

**July** – Demolition of existing health centre.

**August** – Building work on new health centre to commence.

**June/July 2011** – New health centre to open.

**Car Parking** – once we have moved into the portacabins our existing car park will be closed and signs will direct patients and visitors to the car park at the end of the road.

If you would like to know more about the project please send Robert Baggs, the Practice Manager your questions by email via the comments section of our web-site or by letter at the health centre and your queries will be answered promptly.

**Kingswood Health Centre**  
**Alma Road**  
**Kingswood**  
**Bristol**  
**BS15 4EJ**

We are open from:-

**8:30am to 6.30pm**  
**on Monday to Friday**

and also from

**8.30am to 2.00pm**  
**on Saturday**

Appointments: 0117 961 1774

Out of hours: 0845 121 0504

NHS Direct: 0845 4647

### **Web-site**

Please see our web-site for regular updates. Most recently we've revised the Comments, Complaints & Suggestions policy. We're also providing regular updates on the re-development.

You'll find our web-site at:-

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

For more information about Kingswood Health Centre, please contact:-

**Robert Baggs – Practice Manager.**

## **Kingswood Health Centre**

### **Patient Newsletter**

### **Summer 2010**



In this newsletter:

- Introduction and Staff Changes
- Closed for Training
- Information on Appointments
- News about the Health Centre Re-development
- Web-site

## **Introduction & Staff Changes**

We are very pleased with how the re-development activity is progressing. Our portable accommodation is now on-site and we will be moving into it in a couple of weeks. More details can be found in a separate item further on in this newsletter.

On the staffing front we are very pleased to announce that **Dr Rebecca Pegden** will be rejoining us after her maternity leave.

*Robert Baggs*

Robert Baggs – Practice Manager.

## **Surgery Closed for Training**

The Surgery will be closed on Tuesday 8<sup>th</sup> June for training purposes. If you need urgent medical attention on this day, please ring our usual number and your call will be transferred to the Out of Hours service.

Please also see the update on the Kingswood Health Centre re-development found on the next page of this newsletter.

## **Repeat Medication**

We would like to remind patients, that if they are taking repeat medication, they should check well in advance that they will have an adequate supply when

we are closed and arrange, where necessary, for a repeat prescription to be ordered a little earlier than normal.

## **Information on Appointments**

We have a team of doctors, nurses, midwife, dietician, counsellors, and other health care professionals available to help with your medical problems. All our surgeries are by appointment. Unfortunately, we have neither the staff nor the facilities to offer an emergency walk in system.

### **If you have an urgent life threatening condition you should call 999.**

To make an appointment please call us on (0117) 9611774 or ask at reception.

**Routine appointments** can be booked up to 4 weeks ahead. If you no longer need your appointment please let us know so that another person can use it.

**Urgent appointments** are available on the day. Sometimes a doctor may want to speak to you first to find the best way to deal with an urgent problem.

**Telephone appointments** are available after morning surgeries – please phone before 11.00 am to book a slot.

Our doctors and some nurses also do **home visits** for patients who are not well enough to attend the surgery. Home visits are normally done after

morning surgery, please ring before 11.00 am if you feel you need to request a visit. A doctor will only agree to a visit during the afternoon if there is an **urgent** need.

## **Information on Appointments contd.**

**Out of Hours.** If you feel you need to be seen when the surgery is closed please ring Frendoc on 0845 121 0504.

If you need to see someone and have not got an appointment you can attend a Walk-in Centre or a Minor Injuries Unit. The Orchards Medical Centre offer an 8am to 8pm service. You do not need to be registered to be seen. Please ring 0117 980 5100 to access this service.

Your nearest NHS Walk-in Centre is:

Bristol NHS Walk-in Centre,  
35 Broad Street,  
BRISTOL,  
BS1 2EZ  
Tel. (0117) 906 9610

Your nearest Minor Injuries Unit is:

Southmead Hospital,  
Southmead Road,  
Westbury-on-Trym,  
BRISTOL,  
BS10 5NB  
Tel. (0117) 9595100