

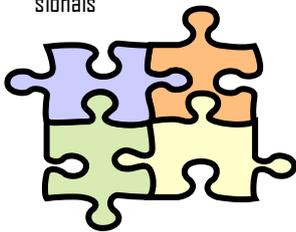
Kingsway Health Centre (KHC)

Newsletter

Patient Engagement Event

The practice is committed to engaging and working with patients in order to improve services. With this in mind KHC held a patient engagement event on the 8th August 2019 to hear first-hand about the challenges and frustrations that people experience. Forty two patients attended the event and actively contributed to the discussion. A variety of issues were raised, primarily focused on:-

- the ability to access and obtain appointments,
- challenges with the phone system
- obtaining prescriptions
- services provided by other health professionals



As a result the practice will be:-

- reviewing telephone access and the phone system
- auditing telephone calls and messages relayed to patients
- co-creating with patients a 'Patient Charter' to include what patients can expect from the practice and what the practice expects from patients as well as information on how to access services
- review appointment types and the staffing mix that undertake consultations
- actively promoting extended access hours
- increasing the take-up of electronic transfer of prescriptions

A further engagement event is being scheduled for November 14th 2019 6:30-7:30pm
Details are available on the practice website.

Helping you access the right person for your health needs

Kingsway HC has a range of healthcare professionals and appointments to meet your health needs. Our experienced team of Nurse Practitioners and Practice Nurses can deal with range of problems and normally have availability the same day. The types of services offered are:

Advanced Clinical Practitioner

Treating a range of minor illnesses such as Back Pain, Conjunctivitis, Earache, Headache, Minor Injury, Lacerations or wounds, Nasal symptoms, Sore throat, Urinary symptoms. The practitioners are also able to prescribe a range of medications for minor illnesses.

Practice Nurse Clinics

Chronic disease management including asthma, COPD, diabetes, and heart disease

- Wound care;
- Travel advice, vaccinations and immunisations;
- Family planning/contraception follow up;

- Cervical smears;
- Childhood immunisations;
- Spirometry;
- Ear syringing
- Wound dressing.



Special points of interest:

- > Patient Engagement Event, 8th August 2019
- > Helping you see the right person for your health needs
- > Support for those that look after friends of family members
- > National Cancer Screening Services
- > Diabetes Prevention

Support for those that look after friends of family

For many people, looking after a friend or family member at home is "just something they do". They don't think of themselves as the person's carer. But recognising you are a carer can help you access support and help from the practice and other organisations.

What do carers do?

If you are caring for someone at home, you might help them with:

- food shopping
- housework
- reading letters or emails
- phone calls, for example to their doctor
- keeping a note of their appointments and other arrangements
- driving them to and from appointments
- making, heating or giving them their meals and drinks
- taking their medication or reminding them to do so
- standing, walking or getting out of the house
- washing, dressing, shaving, brushing their hair, managing their toilet needs

- getting them in or out of bed and making them comfortable
- taking care of their children and pets
- arranging for family and friends to visit.

You need to stay healthy if you're going to be looking after someone else so the team at KHC are keen to speak to anyone that is caring for a friend or family member. If you would like further information, please speak to a member of staff.

Other resources that are available include those offered by Carers UK, an independent charity which offers a range of advice. Further information can be found at <https://www.carersuk.org/>.



National Cancer Screening Services

Have you been invited for cancer screening? Are you unsure what it is for?

Cancer screening is meant for healthy people with no symptoms at all. If you have symptoms, you should tell your doctor.

Screening looks for early signs that could mean cancer is developing. It can help spot cancers at an early stage, when treatment is more likely to be successful and the chances of

survival are much better. In some cases, it can even prevent cancers from developing at all, by picking up early changes that can then be treated to stop them turning into cancer.

What screening programmes are available?

In the UK there are national screening programmes - for breast, cervical and bowel cancer.

Breast screening is offered to women aged 50-70 in all UK nations. In England there is a

trial in some areas to see the effect of inviting women aged 47-73.

Cervical screening is offered to women aged 25-64 in the UK. It is offered every three years for women aged 25-49, and every five years for women 50-64.

Bowel screening is offered to men and women aged 60-74 in England, Wales and Northern Ireland. In Scotland, men and women aged 50-74 are offered screening. In England, another type of bowel screening called Bowel Scope is also starting to be offered to people

at age 55.

You will only be invited for screening if you are registered with a GP.

**1 in 3
Cancer
deaths could
be prevented
with earlier
detection**



DIABETES: Did you know that there are currently 3.4 million people with Type 2 diabetes in England with around 200,000 new diagnoses every year. While Type 1 diabetes cannot be prevented and is not linked to lifestyle, Type 2 diabetes is largely preventable through lifestyle changes. For more information and support on how you can reduce the risk of Diabetes please see the KHC Health Promotion Boards located within our waiting area or speak to a member of staff.