Welcome!

This is the second newsletter from the Kingswood Surgery Patient Participation Group (PPG). If you missed the first one, or don’t know anything about the PPG, the details are on the notice board opposite the reception desk.

**WHAT HAVE WE DONE?**

Spot the differences! The check-in desk has moved round the corner of the reception desk to make it wheelchair friendly, and you may have noticed that the notice boards are less crowded and hopefully easier to read. We have created a children’s area in the corner which is decorated with artwork from Willow Tree Primary School, and there are pictures to colour in too! There is a family tree, showing Who’s Who in the surgery and what each doctor’s specialist interests are. Had you already spotted all the changes?! Look out for our new information screen, coming soon!

We hope that you have noticed that there is a reduction in waiting times for appointments? This is because a new appointment system being trialled which seems to be working well at the moment. It will obviously be put under pressure in the winter months, but is expected to be able to cope with the greater number of requests for appointments.

**HAPPY BIRTHDAY TO ...**

US! Did you know that Kingswood Surgery has been in this building for 10 years? Some patients can remember when the surgery has been in different buildings (someone has mentioned one being held in a garage!) so to celebrate, we’re going to create an Anniversary Book. If you have any memories of previous surgeries, quirky stories etc, please jot them down and hand them into Reception.

**ITS THAT TIME OF YEAR AGAIN ...**

This year the Practice has organised a number of different days and times for the flu clinics. There have been early morning, late evening and clinics throughout the day. We have had some pre-bookable appointments as well as “walk-in” clinics where you can just turn up on the day.

We have also arranged two Saturday morning flu clinics in support of MacMillan Cancer. The staff and members of the Patient Group will be there making tea and coffee and selling cakes to support this worthy cause. The final two dates are:

15th October 9am – 10.30am – Walk-in

29th October 9am – 10.30am – Walk-in

Please come and join us!

**HOW YOU CAN HELP**

Come and join the PPG! You can either come to meetings roughly 4 times a year, OR, if you have other commitments, you can join the ‘virtual’ PPG group – great if you don’t like or haven’t got the time for meetings, but would still like to be involved. You would receive e-mails asking for help with patient surveys, questionnaires and feedback on services and developments. AND you can join in as much or as little as you like!

It would be great to have as many people participate as possible, and if after reading this you would like to join us, we would love to hear from you. There is a slip on the reception desk for you to fill in your contact details and someone will get in touch.

If you would like any issued raised with the PPG please contact Liz Walker, Practice Manager.

WE LOOK FORWARD TO HEARING FROM YOU...

PS. If you have any spare magazines for the waiting room, please hand in at Reception...

 **Goodbye and Hello..**

Goodbye to Dr Brook who retired at the end of July. She had been with the Practice for 12 years, specialising in women’s health. She will be sorely missed by everyone, and we wish her well in the future. We say hello Dr Bhagyam who has recently joined the Practice, let’s make her feel really welcome!