

Patient Newsletter

January 2025



**Happy New Year from the
Kingsway Medical Centre team**



We are pleased to introduce

Dr. Narytynk

our new male GP Partner

Signposting System for Appointments

We would like to thank you for your support throughout the year as we have implemented a new signposting system for our appointments.

Our reception staff have all received a lot of training this year to help make sure that you receive the right care from the right team.

You may have noticed the reception team asking a few more questions as you book an appointment. This is not them being nosey - it is to help you find the right solution to help with your problem.

You may find that you are directed to a Community Pharmacy, Dentist, e.consultation, or offered an appointment with a GP, Nurse Practitioner, Nurse, First Contact Practitioner, Mental Health Practitioner or one of the other members of our team.

You also may be directed to self-referral for Musculoskeletal services, Mental Health support, Social Services, Sexual Health service, Maternity service, Drug and Alcohol support, Audiology, Sleep support and many other services.

You can look at our website for more detail on this

www.kingswaymedicalcentre.co.uk

Please be patient with our reception staff they are here to help, and they have good knowledge of the best services to treat each condition.

Thank you for your help.

Dr. Wilson



Alcohol can have a range of negative effects on our health. It can cause cancers, liver disease, suppress the immune system, interfere with brain development, disrupt sleep cycles and cause other health issues too.

Current UK guidelines recommend that men and women should not consume more than 14 units of alcohol a week, but obviously by not consuming alcohol at all this will be more beneficial to your health. However, if you do consume more than these units, we do not recommend you just stop drinking alcohol as this may cause serious health issues. It is always best to follow a reduction plan which you can get support creating.

Alcoholic drinks may contain a lot of calories and people who are following a calorie-controlled plan may be surprised to see how many calories are found in these drinks.

Within the surgery we have a health promotion board with more information on this.

Sometimes people drink alcohol as it has become part of a daily/weekly routine, acknowledging this, and asking for help or support is a great first step.

Here at Kingsway Medical Centre, we can support you by arranging a referral to CGL (Change Grow Live). You are able to self-refer to CGL by contacting 01642 673888 or 0808 2813515 or even look over their website

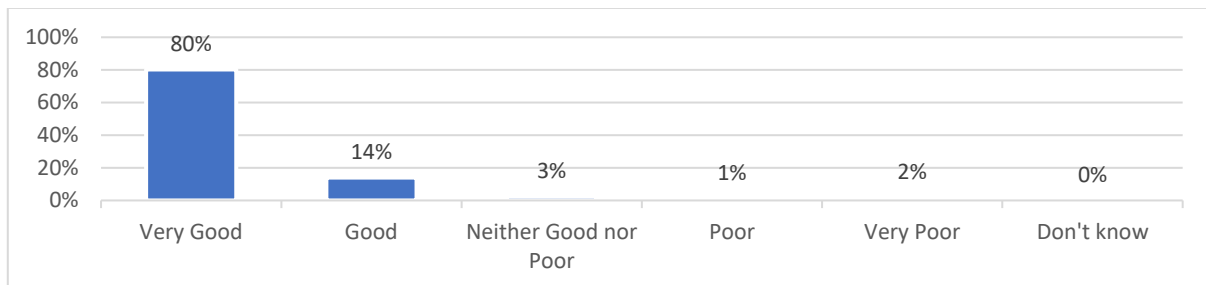
www.changegrowlive.org/recovery-service

If you feel able and it is not going to have contraindications with your health, you may consider taking part in the Dry January challenge. There is a free useful app which may help you stay on track and keep you motivated. If you need support with this, please consider looking at the website www.dryjanuary.org

Please remember there is a lot of support available, and you can do this.

Thank you for your feedback!

During 2024 we received 2275 responses to a survey asking patients about their experience of the surgery.



We're listening to your feedback

You've been giving us feedback on your care and treatment. You told us:

- 1) **More appointments should be available to book online**
- 2) **The telephone message should be shorter and more friendly**
- 3) **It was difficult to talk to the receptionist at the front desk due to the glass screen**
- 4) **Room signs should be clearer**

We're listening and this is what we're doing:

- 1) **We have made more telephone appointments bookable online**
- 2) **We have shortened our phone message, now recorded by Dr Wilson**
- 3) **We have purchased an intercom for the front desk, making it easier to talk to our receptionists**
- 4) **We have updated our room signs to make it clearer where each room is**

Having your say helps to improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services.