

KMP Patient Newsletter



Welcome to our first patient newsletter!

We're excited to introduce the very first edition of our patient newsletter! This newsletter was created with you in mind - our valued patients, families and community members.

Each issue will bring you helpful health tips, updates from our practice, insights from our clinicians, and highlights of local community events.

Our goal is to keep you informed, supported and connected.

We hope this newsletter becomes a useful resource and a meaningful way to stay engaged with everything happening in and around our practice.

Thank you for being part of our community. We look forward to sharing this journey with you!

KMP Team

A Few Notes To Remember

- We're proud to be a Veteran Friendly Accredited GP practice. If you're a veteran patient, please do let us know that you have served so that we can make sure you receive the most appropriate and best care, if and when you ever need it. You can learn more about the accreditation and how it supports veteran patients, here: rcgp.org.uk/veterans
- We are proud to be a 'Safe Surgery' for everyone in our community. Everyone in the UK has the right to free care from a GP. If you don't have proof of ID or address, you can still register.

PPG News & Views

By Mrs Bolton - KMP PPG Chair

Hello, my name is Mrs Bolton, Chair of Kingswinford Medical Practice, Patient Participation Group (PPG). One of the first changes I made when becoming Chair, was to ask PPG members to volunteer to take on a specific role e.g., IT functions, patient suggestions, NHS liaison, plus other roles. In following newsletters each member holding a specific role can provide a summary of their work. .

However, I think it would be useful to provide a potted history of PPGs in England.

PPGs are groups of volunteer patients, carers, and GP practice staff who meet regularly to discuss the services and facilities provided by their GP surgery. PPGs aim to ensure the Practice puts the patient first, placing improving health at the heart of its operations by providing a "critical friend" perspective on how to improve services. The first PPG was established on 30th November 1972 at The Health Centre, Berinsfield, Oxford. Growth was slow; however, it was not until April 2015 that the "GP contract " in England included a mandatory requirement for all practices to establish and maintain a PPG. Their function is to bridge the gap between the practice and patients, offering feedback and assisting in the development of services. PPGs are usually patient-led, working in partnership with the GP practice manager and staff.

Joining the PPG: [Click here](#) to complete the online form if you wish to join the PPG, or ask for a paper copy from reception when you are next in the surgery (ideally at a quieter time of day). Once completed, the form can be posted in the Practice letter box.

Dudley Carers Hub & Wellbeing Service

NEW! Carer Support Group in Dudley
Starting Thursday 3rd July
1:30PM - 3:00PM
Kingswinford Medical Centre, Standhills Road, Kingswinford DY6 8DN

Peer support group where you can:
Gain information and advice to help you in your caring role
Meet and socialise with other Carers
Share experiences
Learn new skills

We will be meeting on the first Thursday of the month, every month.

**To book your spot or for more information...
Scan the QR code or contact:**

Jenny: 07523 515122
Dudley Carers Hub: 01384 818723
Email: dudleycarershub@dudley.gov.uk

Sign up for our free newsletter, ebulletins and text message alerts call 01384 818723 or email dudleycarershub@dudley.gov.uk

Supporting people who care

IntegratEd PLUS Dudley Carers Hub Dudley forward carers

ARE YOU LIVING WITH SIGHT LOSS?

IntegratEd PLUS Beacon

Join us at one of our new VIP social groups in Kingswinford or Stourbridge.
Come along for a warm welcome, friendly social sessions that lift your spirits, boost your wellbeing, and teach easy exercise skills —no matter your age, ability, or mobility!

Kingswinford VIP
Venue: Kingswinford Medical Practice, Standhills Road, DY6 8DN
Time: 10am - 12pm
When: First Friday of each month

Stourbridge VIP
Venue: The Sunshine Club, 6 Crowle Drive, DY9 7NY
Time: 10am - 12pm
When: Second Monday of each month

Beacon's Services
Beacon has supported people with sight loss across the Black Country for 150 years. We offer digital support, accessible activities, emotional wellbeing services, and more. To attend a VIP group or find out more about our services and how we can help you to live well with sight loss, call us on 01902 880 111.

Beacon Centre
Wolverhampton Road
East, Sedgley, WV4 6AZ
www.beaconvision.org enquiries@beaconvision.org

Community Events

Staying connected is an important part of wellness, and our community is full of opportunities to get involved! Throughout the year, there are many local events such as health fairs, wellness workshops, educational sessions, and family friendly activities. We regularly share details about upcoming events on our website and Facebook page, so be sure to check in often to see what's happening in our area.

Adult Routine and Seasonal Vaccinations

Seasonal Flu Vaccine:

- Eligible: Adults aged 65 and over, individuals aged 18-64 in clinical risk groups, pregnant women, carers, and frontline health/social care workers.
- Timing: For adults, bookings open 1 September 2025, with vaccinations starting 1 October 2025 and running until 31 March 2026.

Spring 2026 COVID-19 Vaccination Programme:

- Eligible: Adults aged 75 and over, residents in care homes for older people, individuals aged 6 months and over who are immunosuppressed.
- Timing: Vaccination should begin from 13 April 2026 and end on 30 June 2026.

RSV Vaccine (New Program):

- Eligible: Adults turning 75 on or after 1 September 2024, and a catch-up cohort for those aged 75-79 on 1 September 2024.
- Timing: Recommended to be given before the main winter RSV season (ideally Sept/Oct).
- Note: From April 2026, eligibility expands to those 80+.

Routine Adult Vaccinations

In addition to seasonal jabs, the following are provided to specific age groups:

- Shingles Vaccine: Offered to individuals turning 65, and a catch-up programme for 65-69 year olds (born on or after 1 Sept 1949/1953 depending on cohort).
 - Pneumococcal Vaccine: Offered to adults on their 65th birthday to protect against pneumonia, meningitis, and sepsis.
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Struggling with hay fever? Here are some tips and advice.

By Dr Lloyd Baron - GP

Spring is a wonderful time of year and reminds us of renewal as we see plants coming back to life after a cold winter. For many of us it lifts our spirits and provides the promise of finer weather and longer days. It can also be a season of misery for those who suffer from hay fever.

Hay fever usually presents with sneezing, runny nose, itchy eyes, ears and throat and can make you feel more tired than usual. This tends to occur in a seasonal pattern most likely in spring or summer. For most people with hay fever this can be managed with some simple tips and over the counter medications.

General advice is to avoid being outdoors for prolonged periods when the pollen count is high, the Met Office provide pollen forecasts that can help you to avoid triggers; [Pollen forecast - Met Office](#). High pollen counts are typically early morning and early evening and also in green open spaces particularly when the grass is being mowed or shortly after. Avoiding these times can reduce exposure as well as avoiding drying washing outdoors and closing windows at home or in your car.

Most people lead busy lives so general advice may not always be practical to follow so if you cannot avoid exposure then wear sunglasses (wrap around styles are best) and consider a face mask that covers the nose and mouth. If time allows showering after exposure including hair washing can remove pollen stuck to the body and hair.

Medical treatments can help and one of the most effective treatments is intranasal corticosteroids and oral antihistamines which can be used alone or in combination. It can take up to two weeks for these treatments to be effective so perseverance is key. Your local pharmacist can usually help with advice around choices of medications and your local pharmacy can be found here [Find a pharmacy - NHS](#).

If your symptoms are persistent or particularly severe then it is appropriate to contact the practice for further review and consideration of prescribed medications. You can do this by completing an online form here, [Kingswinford Medical Practice - NHS GP Surgery in Kingswinford](#). If you are unable to do this you can call the practice on 01384 271241 or attend reception who can complete a form on your behalf for the surgery to review. The NHS website has some further information available here [Hay fever - NHS](#) and Allergy UK has a useful factsheet also available here [Hay Fever and Allergic Rhinitis | Allergy UK | National Charity](#). Hopefully this advice can help those with hay fever enjoy the spring season, and read the multiple newspaper articles telling us we will have a heatwave, only to find out it will most likely rain!

Cancer Concerns

What is cancer screening?

By Mel Allen - ANP

Cancer screening involves a series of tests that look for early signs of cancer before symptoms develop. Detecting cancer early can make treatment more effective and significantly improve outcomes.

In the UK, the NHS currently runs three cancer screening programmes:

- Bowel screening
- Breast screening
- Cervical screening

How screening can save lives:

Screening helps by:

- Detecting cancer at an early stage, when treatment is more likely to be successful
- Identifying early changes that may develop into cancer if left untreated

Screening is designed for people without symptoms, and eligibility varies for each programme.

Who is invited for NHS screening?

- Bowel screening: people aged 50-74
- Cervical screening: women, some trans men, and some non-binary people aged 25-64
- Breast screening: women, some trans men and non-binary people aged 50-70

For more information:

- Online: www.cancerresearchuk.org
- Telephone: 0300 123 1022
- Email: supporter.services@cancer.org.uk
- Post: Cancer Research UK, PO Box 1561, Oxford, OX4 9GZ

You can also ask to speak with the Cancer Champions, Mel Allen, Angela or Alison, for personalised advice or support.

Carers Champions Corner

By Mel Allen - ANP

Every 3 minutes, someone develops Alzheimer's disease in the UK. Diagnosis can be devastating and daunting to navigate and manage for both patients and their carers alike. Alzheimer's Society is the leading dementia charity and provides information and support about how to live well with Alzheimer's and protect the well being of carers. They are an excellent resource for those affected and impacted by Alzheimer's and can be contacted via :

- Online www.alzheimers.org.uk
- Telephone 0333 150 456

Alternatively you can contact the Carers Champions, Mel Allen or Angela, for further advice and guidance.

KMP Quarterly Statistics

- Received calls: 13,716
- Total number of appointments booked: 17,266
- DNAs: 319
- Number of forms submitted on our website: 10,113

Meet our Reception Team

By Alison - Reception Team Leader



Our reception team has seven members: Alison (Reception Team Leader), Angela, Jas, Olivia, Lynne, Doreen, and Kate. We work different shift patterns every day, starting at 7am to open and set up the clinical rooms and waiting room for staff and patients.

Once our computers are on, we forward all prescriptions ordered the day before to the doctors for signing. At 8am, the phones turn on—we start answering calls and send online forms to the triaging doctor. Throughout the day, we rotate desks because our role goes far beyond just phones and the front desk. Our duties include:

- Registering new patients
- Processing prescription requests from local chemists, online patients, and paper forms dropped in our external letterbox
- One team member works with the doctor on triage (rotating throughout the day), contacting patients via phone, email, or text with appointment details or the doctor's advice
- Booking interpreters for appointments when needed
- Following up on tasks from clinicians (e.g., calling patients after appointments or based on hospital letters to arrange next steps)
- Scheduling baby immunisations once the patient list comes through from child health
- Booking sessions with our in-house counsellors and supporting carers alongside Mel, our Advanced Nurse Practitioner
- Sending out-of-area letters when patients move outside our catchment area
- Liaising with external services like pharmacists, hospitals, district nurses, hospices, medical examiners, and ambulance crews at patients' homes
- Managing paperwork with the medical examiner when a patient passes away, as instructed by the doctor
- Reception Rotas
- Chaperoning

At times, patients may raise their voices to us, but we ask that you remember we are only following the instructions given to us by our doctors.

Chaperones in Your Appointment

What is a Chaperone?
A trained member of our team there for your comfort & safety.

Why Might a Chaperone Be Present?
• Intimate or sensitive examination
• Support & reassurance
• To protect patients & clinicians

Who Can Request a Chaperone?
• Patients can ask for a chaperone.
• Clinicians may request a chaperone.

Important to Know
• Friends & family cannot act as chaperones.
• Discuss any preferences when booking.

Have Questions?
Speak to our Reception Team for more information.

Ever wondered what a chaperone is and why they're used during appointments? Learn more in our article ["What is a chaperone and why are they used?"](#)

NHS FIT FOR THE FUTURE

Turn on notifications to get messages as soon as they're sent

NHS 1

Tap the NHS App

Have you downloaded the NHS App?

Don't forget to turn on notifications to get messages, appointments and reminders as soon as they're sent. You can do more with the NHS App than you realise. Discover what else you can do today. If you have any questions about the NHS App, please ask to speak to one of our NHS App Ambassadors.

Tap the NHS App

Your Voice Matters!

We truly value your feedback and are always striving to improve our service. Please share your thoughts through the Family and Friends Test.

We'd also be grateful if you could leave us a Google review (please scan the QR code).



Ask the team

Got a question for the practice team? Email us at kingswinford.medical.practice@nhs.net for a chance to see it answered in the next newsletter.

Thank you for reading!
