

Bowel Cancer Awareness Month

April marks the beginning of Bowel Cancer Awareness month.

Bowel cancer starts in the large bowel (colon) or the rectum and is also known as Colorectal cancer. Symptoms of bowel cancer in both men and women can include bleeding from the back passage, blood in your poo a change in normal bowel habit.

The risks and causes of bowel cancer include your age, family history, lifestyle factors and other medical conditions.

All men and women aged between 60-74 who are registered with a GP in the UK will automatically receive a Bowel Cancer Screening kit in the post every two years. The kit is designed to check for tiny amounts of blood in your faeces, also known as a faecal occult blood test. This test does not diagnose bowel cancer, but is a simple way of finding out if you need further tests. In the coming months, the kit is due to change from a paper based test to a swab like one, making it easier and simpler for patients to use and send off.

If you've been invited to take part and would like more information, a new kit or would still like to take part, please call Cancer Research UK on freephone 0800 707 6060.

New Urgent Care Opening Hours

From the 1st April 2019, urgent care centres will be open for longer.

When GP surgeries close at 6:30pm, the urgent care services will be open, making it much clearer to patients where to go and when. The change also brings much greater efficiency and reduces overlap in hours between GP surgeries and urgent care services.

From the same date, these new opening hours will also apply to the new Blaby Urgent Care Centre, based at Enderby Leisure Centre.

The new opening times are listed below:-

Area	Location	Weekdays	Weekends & Bank Holidays
Blaby	Enderby Leisure Centre	6:30pm – 9pm	9am – 7pm
Lutterworth	Feilding Palmer Hospital	No change (<i>In-hours care via GP practice, no evening service</i>)	9am – 7pm
Market Harborough	St Luke's Hospital	6:30pm – 9pm	9am – 7pm
Melton Mowbray	Melton Hospital	6:30pm – 9pm	9am – 7pm
Oadby	Oadby Walk-in Centre	8am – 9pm	8am – 8pm
Oakham	Rutland Memorial Hospital	6:30pm – 9pm	9am – 7pm



Update for April 2019

Changes to the Surgery

All households registered with the surgery should have received or will be receiving in due course, a letter detailing the changes happening at Kingsway from this month, as well as current processes and systems for those that may not be too familiar.

The letter includes information on the following:-

- Appointment System (there will be changes to the way appointments are booked)
- Medication Reviews
- Home Visits
- Self Referrals & Signposting
- Updating Contact Details
- Patient Participation Group

The letter has been sent to patients by post and to registered email. It is also available to view in its entirety on our website at <https://www.kingswaysurgery.co.uk/information/news>

Online Access to Medical Records

We have had an increasing number of enquiries from patients with online access regarding their medical records.

If you have online access, you are able to see the coded part of your record. You will not be able to see full consultations and should you wish to access this information, a request in writing must be made to the surgery for a printout of your records.

Furthermore, those with proxy access for children will be unable to see any of the child's medical records, as this is not provided as part of the online access for them. You will only be able to book appointments and request prescriptions online for children.

If online access is something you believe may benefit you, you can collect a form from the reception desk, which must be returned with two forms of ID. Once the form is processed, you will then receive an email containing all the relevant information for online access.



World Down Syndrome Day

World Down Syndrome Day is held on the 21st March to raise awareness of people with the condition. This year, Kingsway Surgery took part in the Lots of Socks campaign, which honours those with Down's Syndrome.

Socks look like chromosomes and those with Down Syndrome are born with an extra chromosome. The Lots of Socks campaign encourages people to wear odd socks on World Down Syndrome Day for this reason.

Below are some of our staff members taking part!



23 Kingsway
Narborough Road South
Leicester
LE3 2JN

Thorpe Astley
Community Centre
Lakin Drive
Leicester
LE3 3RU

Phone: 0116 289 5081
Fax: 0116 263 0195



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosey!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support