



Kildonan House

medical practice

Practice Newsletter.

Telephone System

Dear All, We have been waiting for a number of months for our telephone system to be switched to a superior system. Due to no fault of our own this upgrade in the telephone system took much longer than anticipated. Due to system and network suppliers.

We have now upgraded our telephone system. We understand that our telephone access has not satisfied ours or your expectations. We now have a plan to address our telephone access. We have more lines available. (Same telephone number)

We hope that the next time you need to contact the surgery by telephone that your experience will be one that does meet your expectations.

We, will notify you on a regular basis regarding our telephone access. We plan to conduct a patient survey in September and review any feedback we have in regards to our telephone access.

Practice Website

We have updated our practice website.

<https://www.kildonanhousemedicalpractice.nhs.uk/>

Our new website is easier to navigate and more interactive. Whilst the work is still in progress we have taken the opportunity to update what information we share with you, such as job vacancies, we have recently posted two vacancies on our website. We ideally like to create opportunities for our Local Community, and view ourselves as an anchor organisation. We have opened up opportunities with local Schools and offered the 6th form leavers opportunities for paid work, whilst gaining valuable employment experience. We have a local link with the Horwich RMI and have built up a good relationship with the staff there, whilst

Striving to offer an excellent service to our patients.

COVID 19 PHASE 5 vaccine Autumn Booster

We have agreed to provide the COVID 19 phase 5 vaccine booster from September.

Patients eligible are:

- Residents in a care home for older adults and staff working in care homes for older adults
- Frontline health and social care workers
- All adults aged 50 years and over
- Persons aged 5 to 49 years in a clinical risk group, as set out in the Green Book
- Persons aged 5 to 49 years who are household contacts of people with immunosuppression
- Persons aged 16 to 49 years who are carers,
- We will be in touch to start booking your appointments once we know our vaccine delivery date.