



Ringmead Medical Practice

Birch Hill Medical Centre, Leppington, Bracknell, Berkshire, RG12 7WW
Great Hollands Health Centre, Great Hollands Square, Bracknell, Berkshire, RG12 8WY
Heath Hill Road, Crowthorne, Berkshire, RG45 7BN

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Web: www.ringmeadmedicalpractice.org.uk

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Practice Manager: Steph Thorns

Updates from the Practice

There is a lot happening at Ringmead Medical Practice at the moment so we wanted to let you know directly, via newsletter, about a couple of critical updates.

1. Flu Clinics
2. Autumn Booster
3. eConsult being replaced by Klinik Access

Flu clinics

Flu Clinics 'by appointment only' for all eligible patients are available to book now. Please see list here for eligibility [Flu vaccine - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Please book via online access (e.g. via your NHS app or Patient Access) or call the surgery.

Saturday Dates - 08:00am onwards

17th September 2022 – Birch Hill Surgery, Bracknell. RG12 7WW

24th September 2022 – Edgbarrow School, 6th Form Centre, Crowthorne. RG45 7HZ. This is accessed directly from the Sandhurst/Crowthorne Road.

Please note: the COVID vaccination will also be available on these dates 'by appointment only' for invited patients only – please book via the National Booking System or call the Practice. Initially there will be limited COVID vaccine availability and we must follow the Government eligibility invitation criteria and guidance. Please only book when you have been invited.

Friday Dates - 1:00pm to 6:00pm @ Great Hollands Health Centre 'appointment only'

09th September 2022

16th September 2022

23rd September 2022

30th September 2022

Please note the wearing of a Face Covering is recommended when attending our flu clinics.

Co administration of other vaccines when having covid-19 vaccine

It is perfectly safe to have some vaccines such as flu and pneumococcal etc. Many people may be eligible for both the flu and the COVID-19 booster vaccines.

If you are offered both vaccines, it's safe to have them at the same time

Covid-19 Autumn Booster vaccination programme

The Health Triangle Primary Care Network (PCN) will formally start delivering the Covid-19 Autumn vaccination program the week commencing 5th September 2022. NHS England has advised that initial vaccinations are prioritised for care home residents and people who are housebound. The National Booking Service will also open that week ahead of the wider rollout, due to start on the 12th September, with the NHS inviting those who are most susceptible to serious illness from COVID-19 and those aged 75 and over to book an appointment from that week

You will receive a direct invite from the practice/PCN for your vaccination that you can book to have at your local Vaccination Centre in Birch Hill Medical Centre.

We will be holding joint Covid 19 -Autumn boosters and flu vaccinations on Thursday afternoons and on the following Saturdays:

Saturday 17th September – Birch Hill – 08:00 – 17:00

Saturday 24th September – Edgbarrow School – 08:00 – 17:00. Extra days will be added later once more vaccine supply become available.

If you have any specific queries and need to contact us regarding your Covid-19 vaccination please email the PCN team: frimleyicb.ringmead.healthtriangle@nhs.net

The vaccines advised for use in the autumn booster programme are:

For adults aged 18 years and above:

- Moderna mRNA (Spikevax) bivalent Omicron BA.1/Original 'wild-type' vaccine
- Moderna mRNA (Spikevax) Original 'wild-type' vaccine
- Pfizer-BioNTech mRNA (Comirnaty) Original 'wild-type' vaccine
- in exceptional circumstances, the Novavax Matrix-M adjuvanted wild-type vaccine (Nuvaxovid) may be used when no alternative clinically suitable UK-approved COVID-19 vaccine is available

For people aged 12 to 17 years:

- Pfizer-BioNTech mRNA (Comirnaty) Original 'wild-type' vaccine

For people aged 5 to 11 years:

- Pfizer-BioNTech mRNA (Comirnaty) Original 'wild-type' vaccine paediatric formulation

Who will get an Autumn Covid booster?

In autumn 2022 the following groups will be offered a further Covid-19 booster:

- Residents in a care home for older adults and staff working in care homes for older adults
- All people aged over 50
- people aged 5 to 49 who are at higher risk from Covid-19 (including people with heart and circulatory conditions)
- people aged 5 to 49 who live in or visit the households of people with weakened immune systems
- people aged 16 to 49 who are carers
- frontline social care and health workers
- and care home staff and residents

Klinik Access launching soon

We are excited to be launching “Klinik Access” in September 2022. The system will replace our current online consultation service (eConsult).

Why the change?

We have been aware for some time of the pressure on the phone system and the stress this causes for both patients and staff members and over the past year have been looking at ways to improve our service. We also wanted a system that could help us to make better use of the other clinicians we now have access to such as Paramedic Practitioners, Advanced Nurse Practitioners, Clinical Pharmacists, First Contact Physiotherapists and the Community Pharmacy Consultation Service. Our aim is to make sure we offer fair access to our appointments based on medical need.

What is Klinik Access?

Klinik is an online consultation service and appointment solution that makes it possible for patients to contact us from a computer, smartphone or tablet through our practice website www.ringmeadmedicalpractice.org.uk.

On the basis of information confidentially provided by the user, Klinik uses artificial intelligence to assign urgency to the query in a safe and consistent way and enquiries are then routed to the appropriate team within the surgery or patients are advised by the system to call 999 where necessary. Rest assured there will always be human clinical oversight of this process. We feel this user-friendly software interface will improve the patient experience of online consultation and get them the help needed quicker and with the most appropriate team.

Our reception team also have access to Klinik and if you telephone the practice for an urgent on the day appointment, you will be taken through the same questions and triage system that our online users will experience. You will almost certainly find it quicker to ask your question online rather than waiting to speak to one of the reception team.

Do I need any login or credentials for using the service?

You do need to be a registered patient at the practice and ideally you should use your NHS App log in to access the system. This means that you won't have to enter your personal details each time you want to ask us something.

What if I am not registered for the NHS App (Online Access)?

You can still complete the form on Klinik without going via the NHS APP. However, we do encourage you to register as it makes data entry into Klinik quicker in the future. It also means you can access other information online such as securely view your medical record, book and manage appointments directly, order your repeat prescriptions and much more. Please see our website for more information [Ringmead Medical Practice](http://www.ringmeadmedicalpractice.org.uk) . **Please note:** Registration on the NHS app will be processed online, without the need to visit the practice.

What about if I cannot use the service online?

If you are requesting an on the day appointment our Patient Services Advisors (PSAs) will help you complete the form over the telephone. If you come into the surgery requesting an on the day appointment then you will be asked to complete a

paper version of the form which will be entered onto the Klinik Connect interface by the PSA. All requests will then join the same queue within Klinik for the “On the Day Team” based in Birch Hill to review. Our reception team do not decide if or when you will receive an appointment, they are here to help so please treat them with respect.

When can I use it?

Initially patients can submit an online consultation request from 8am to 4pm Monday to Friday but we plan to improve access outside these hours once we have established the pathways.

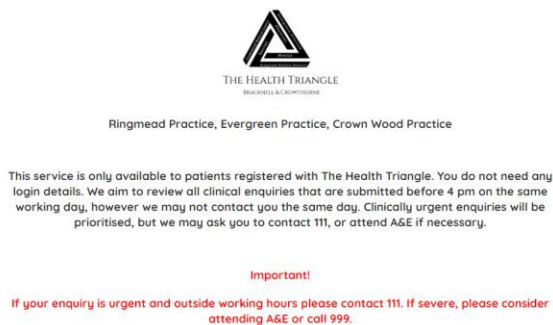
This solution is led by The Health Triangle Primary Care Network (PCN) and helps Ringmead Medical Practice to work together with the other member surgeries, Evergreen and Crownwood Medical practices.

Patient FAQs from Klinik

Please click the following link to understand further about how to access Klinik and any questions you may have. There is also an opportunity to provide feedback directly to the provider. [Patient FAQs \(klinikhealthcaresolutions.com\)](https://www.klinikhealthcaresolutions.com/patient-faqs)

What does it look like?

The first page you will see when you follow the link on our website is below:




THE HEALTH TRIANGLE
RINGMEAD & CROWNWOOD
Ringmead Practice, Evergreen Practice, Crown Wood Practice

This service is only available to patients registered with The Health Triangle. You do not need any login details. We aim to review all clinical enquiries that are submitted before 4 pm on the same working day, however we may not contact you the same day. Clinically urgent enquiries will be prioritised, but we may ask you to contact 111, or attend A&E if necessary.

Important!
If your enquiry is urgent and outside working hours please contact 111. If severe, please consider attending A&E or call 999.

If you are a registered patient of The Health Triangle please select your preferred access method below. If you do not have an NHS login please click the green continue button.

Continue


To use the NHS login select the option below

 Sign in with NHS login


If you are a registered patient of The Health Triangle please select your preferred access method below. If you do not have an NHS login please click the green continue button.

Continue

To use the NHS login select the option below

 Sign in with NHS login

You can request appointments, cancel appointments, update your details, find self help information and more all quickly and easily at a touch of a button



THE HEALTH TRIANGLE
BRACKNELL & CROWTHORNE

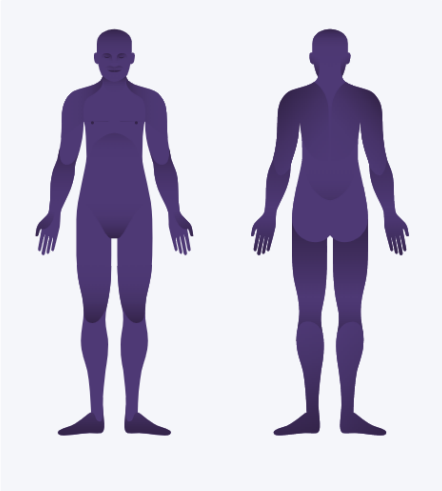
Select the nature of your visit

New health problem	Ongoing health problem	Long-term condition review	Cancel an appointment
Nurse appointment	Travel	Care home clinical enquiry (not prescriptions)	Test results
General enquiries/Update your details	Medical/Insurance reports	Referral enquiries	Medication related queries
	COVID vaccine query	Sick notes	

The system captures everything the clinician will need to know so when you speak to them they will have a full picture of your problem and possible treatment plans ready for you

The Health Triangle

Touch the body map at the location of your main symptom



Select - No specific location

Select "No location" if your condition is not limited to a particular body area.

Duration of symptoms (from condition onset)

Hours Days Weeks

Months

Sex assigned at birth

Male Female

Age

Years Months