



26TH NOVEMBER, 2021

KENSINGTON GROUP PRACTICE NEWSLETTER

The practice continues to roll out Covid "booster" vaccines to those eligible and appointments remain available to all those whom we have sent invitations to, or are over the age of 40 and 6 months have passed since your second dose.

Also, **WALK IN CLINICS FOR COVID BOOSTERS** (as well as outstanding 1st and 2nd doses) **ARE NOW AVAILABLE AT THE FOLLOWING LOCATIONS - ROYAL VICTORIA HOSPITAL VACCINATION CENTRE; ULSTER HOSPITAL ACUTE SERVICES BLOCK; AND LISBURN PCCC AT THE LAGAN VALLEY HOSPITAL SITE.** THESE UNITS ARE CLEARLY SIGNPOSTED WITHIN THE HOSPITAL SITES. FURTHER DETAILS CAN BE FOUND BY CLICKING ON THE PICTURES BELOW.

BELFAST TRUST WINTER WALK-INS

FIRST, SECOND & COVID-19 BOOSTER VACCINES

Walk in slots available at the Royal Victoria Hospital Vaccination Centre:

First dose Pfizer: age 12 +
Second dose Pfizer: age 16 +
16-17 second dose 12 weeks after first dose.
18 + second dose 8 weeks after first dose.

Boosters: age 40 +
6 months after second dose

Walk-in slots available daily 8.30am - 6pm.

THE WINTER WALK-INS

FIRST, SECOND & BOOSTER COVID-19 VACCINATIONS

WALK-IN SLOTS AVAILABLE:

FIRST DOSE PFIZER: AGED 12+
SECOND DOSE PFIZER: AGED 16+
BOOSTERS: AGED 40+

Monday-Friday, 9.30am-3pm
Ulster Hospital, Acute Services Block
Lisburn PCCC at Lagan Valley Hospital Site

Participating Community pharmacies are also to provide booster vaccines to Frontline Health and Social Care Workers (with direct patient contact) aged 18 years or over; Those aged 50 years and over; Carers; household contacts of immunosuppressed individuals (if you have received a letter about this, i.e., from trust or GP; you will be required to show this to the pharmacy.)

For details of participating pharmacies, please click on

<http://www.hscboard.hscni.net/booster-covid19-vaccination/>

Other locations are also available for outstanding 1st and 2nd doses - please check <https://www.nidirect.gov.uk/articles/get-covid-19-vaccination-northern-ireland> for the most up-to-date information.

If eligible, and you are still to get your vaccine, why not consider getting it this weekend, at one of these external sites?



We continue to roll out the flu vaccines to eligible patients.

If you have received an invitation, or are over the age of 50, but not had one yet, please book online, or contact us to book.

Participating community pharmacies are also offering flu vaccinations to eligible patients, so this is another option for you. Details of participating pharmacies can be found here:

<http://www.hscboard.hscni.net/flu-vaccination-service/>

As we administer not one, but two complex vaccination campaigns - our phone lines are unprecedentedly busy, against a backdrop of very high demand for other services.

Our surgery is by no means alone in this - it is a universal issue affecting all surgeries - please be patient while we continue to serve you as best we can.

Please keep an eye on our website, and the local media, for further information.

What to expect after your
COVID-19
vaccination

Information for people who have just had a COVID-19 vaccination

Find out more at www.nidirect.gov.uk/covid-vaccine

COVID-19 vaccine
Your guide to booster vaccination

People aged 40 years and over, health and social care workers and younger people at risk are being offered a booster dose of coronavirus (COVID-19) vaccine. Find out how to get your booster vaccination at www.nidirect.gov.uk/covid-vaccine

BOOST
YOUR IMMUNITY THIS WINTER
COVID-19 jab

Flu is more serious than you think

Get the vaccine now

STAY WELL THIS WINTER

www.nidirect.gov.uk/stay-well



As we have alluded to before, an issue facing the entire profession of general practice - not just our practice alone - are the challenges involved in managing exceptionally heavy incoming call volumes. These remain heavy, and despite recruiting additional staff, and investing in a new telephone system with additional lines, at peak times, we know it can be difficult to get through, and we know this can be frustrating. We continue to ask your patience and give you our assurance all staff are making every effort to support you as best they can.

However, be assured we continue to explore various strategies to help mitigate some of these pressures.

One of these, is to **make an allocated number of "telephone consultation" slots will be made available each week**, which can be booked in advance, with further slots released at regular intervals, subject to overall capacity. **The preferred means of booking these is online if possible.** The intention behind setting these slots aside - is to enable room for matters that may not necessarily be immediately urgent (ie. may not necessarily need to be dealt with that day) but do still need to be addressed. And, **subject to capacity being available (capacity is finite)** this may reduce the need to phone back more than once to arrange. Then you can plan to expect your call on that particular morning or afternoon (not necessarily at that exact time of the appointment stated) - this call may come from a withheld number. By making these slots available for ONLINE booking - we then help alleviate some pressure on our phones system.

Mon 29 November 2021 at 9:00 AM	Tel Calls KMC	Dr Scott Killiner (more)	Kensington Group Practice	Book
Mon 29 November 2021 at 9:00 AM	Tel Calls KMC	Dr Conway KMC (more)	Kensington Group Practice	Book
Mon 29 November 2021 at 9:00 AM	Tel Calls KMC	Dr Una Canning (more)	Kensington Group Practice	Book

Kensington Group Practice
Mon 29 November 2021 at 9:00 AM
9:00 AM for 5 minutes
Tel Calls KMC
with Dr Una Canning
Not Specified

Reason for the appointment (optional)

I have been troubled with [problem] for some time, and it has recently worsened?

918 characters left

[← Back](#) [✓ Confirm](#)

Then when making your booking, please add a little detail regarding what it is you wish to discuss. The GP will contact you, and if a further face-to-face or video consultation is required, it can then be arranged in due course, subject to urgency and capacity.



What else can I book online at this time?

Thu 2 December 2021 at 2:56 PM	COVID VACC	Kmc Covid Clinic 1 (more)	Kensington Group Practice	Book
Thu 2 December 2021 at 3:04 PM	COVID VACC	Kmc Covid Clinic 1 (more)	Kensington Group Practice	Book
Thu 2 December 2021 at 3:12 PM	COVID VACC	Kmc Covid Clinic 1 (more)	Kensington Group Practice	Book

If you are eligible, and due, Covid vaccine boosters - at our main site - see above.

Tue 7 December 2021 at 2:15 PM	FLU VACCS	Kmc Flu Clinic 1 (more)	Kensington Group Practice	Book
Tue 7 December 2021 at 2:20 PM	FLU VACCS	Kmc Flu Clinic 1 (more)	Kensington Group Practice	Book
Tue 7 December 2021 at 2:30 PM	FLU VACCS	Kmc Flu Clinic 1 (more)	Kensington Group Practice	Book

If you are eligible, Flu vaccines at our main site - see above.

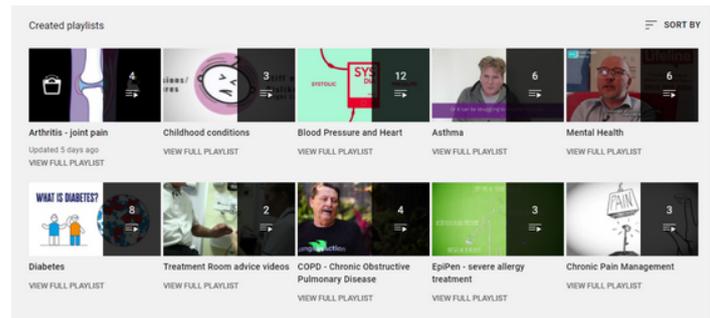
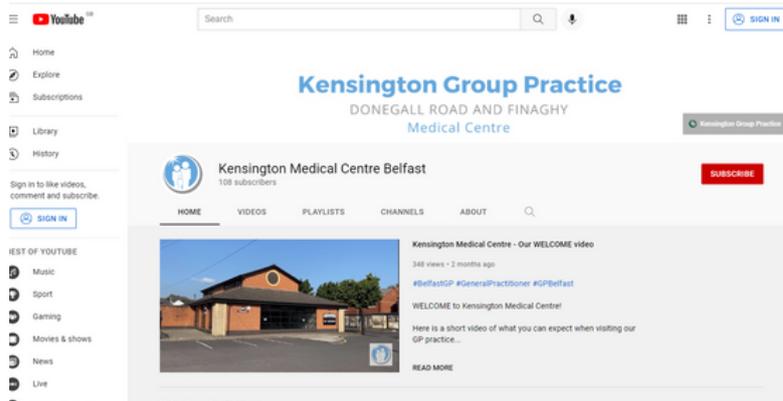
Mon 29 November 2021 at 9:10 AM	FHC FLU VACCS	Flu Clinic 1 (more)	Finaghy Branch Surgery	Book
Mon 29 November 2021 at 9:30 AM	FHC FLU VACCS	Flu Clinic 1 (more)	Finaghy Branch Surgery	Book
Mon 29 November 2021 at 9:40 AM	FHC FLU VACCS	Flu Clinic 1 (more)	Finaghy Branch Surgery	Book

If you are eligible, Flu vaccines at Finaghy (only Monday 29th November available at time of writing)

Our online services, Patient Services, remains our greatest asset in reducing pressures on our phone systems, as at this time, around 60% of the phonecalls we receive could have been dealt with via our online portal, and this will increase as we expand the range of available online options.

Ordering prescriptions online also offer improved accuracy of ordering your regular repeat items, and also offers an option to order other items which may not be on your regular repeat **list, if required.**

We would strongly encourage you to avail of our online services if at all possible. You will enjoy the benefits of being able to organise your prescriptions, and certain appointments, 24/7 - and help contribute to reducing pressure on our telephones - which can only benefit all our patients. Please speak to reception if you wish to register, or reissue a previous registration token.



We continue to explore other ways we can add additional value to our telephone consultations.

You may be aware from our previous newsletter, the practice has put together carefully curated YouTube playlists with information we feel you may find helpful.

We have significantly expanded the number of videos on here.

We are trialling an upgraded "texting" system. You may see these texts come through as being from "Kensington". Historically we would have extensively used our texting system for sending invitations to appointments, as well as appointment reminders.

This upgrade us will allow us to send "bespoke" messages - for example, if the clinician was undertaking an asthma review over the telephone, a link to a relevant video, demonstrating asthma technique - could be sent straight to the phone - which you would be able to click into straight away, or indeed return to at a future point.

We know certain technologies aren't for everyone...

Be assured we will continue to be available by phone and other means for those who do not have access to internet, smartphones etc. All we ask is that if you **do** have access to these technologies, please give them a go.



Apply for a domestic COVID vaccination certificate

You can apply for a proof of vaccination certificate for domestic use as well as a certificate for travel. The Department of Health has introduced this service for citizens who have received one or both doses of their COVID-19 vaccinations in Northern Ireland.

How to get a domestic certificate

Domestic certificates will be introduced on 29 November 2021 and will be enforceable from 13 December 2021.

COVID certificates

- Apply for a domestic COVID vaccination certificate
- [Apply for a travel COVID vaccination certificate](#)

Apply for a travel COVID vaccination certificate

If you have received one or both doses of your COVID-19 vaccinations in Northern Ireland, you can apply for a proof of vaccination certificate for international travel.

COVID certificates

COVID certificates are available for international travel and domestic use.

Further information on when you need, and how to get, a domestic certificate is available at this link:

- [Apply for a domestic COVID vaccination certificate](#)

For both the travel and domestic certificates, you're encouraged to download the app and get the certificates, should you wish to show them.

COVID certificates

- [Apply for a domestic COVID vaccination certificate](#)
- Apply for a travel COVID vaccination certificate

Please note the Domestic and Travel Covid-19 vaccine certification scheme is administered through NiDirect, and NOT by your GP surgery.

Hence any queries about vaccine certification should be raised using the contact details on these NiDirect pages, and not with the surgery.



**How to
stay
safe**

Staying safe



How to stay safe when shopping or using public transport, at work or at a place of worship.



Coronavirus (COVID-19): how to stay safe and help prevent the spread

There are steps everyone can take to help reduce the risk of catching or spreading coronavirus (COVID-19). Think about how you can protect yourself and your household, and make safer choices.

We would like to remind our patients of the following, when attending the surgery, or if you are considering doing so:

Current infection control guidance in healthcare settings still states that MASKS SHOULD BE WORN BY THOSE ATTENDING HEALTHCARE FACILITIES if at all possible (ie if not exempt).

Please DO NOT ATTEND the surgery if you have a recent positive Covid test, and/or are currently isolating, or may have Covid symptoms.

Please phone instead if you need assistance.

Please sanitise your hands on arrival.

Please maintain social distancing when in the surgery.

NOW IS NOT A TIME FOR COMPLACENCY WITH THESE MEASURES, WHETHER ON OUR PREMISES OR ELSEWHERE.

ALTHOUGH MUCH HAS BEEN ACHIEVED THROUGH VACCINATION AND OTHER MEASURES - COVID REMAINS A RISK AND WE MUST ALL CONTINUE TO DO OUR PART TO LIMIT IT'S SPREAD.