Ringmead Medical Group

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September 2025 Patient Newsletter

Welcome to Ringmead Medical Group September 2025 newsletter.

RapidHealth

At Ringmead Medical Group, we're committed to delivering the highest standard of care for our patients. We are excited to announce that we will be changing our online consultation system from Klinik to Rapid Health on **Wednesday 24th September 2025**.

This new system is designed to enhance your experience by offering quicker, more efficient way to access care with choice of appointments, times and locations to suit you.

Why We're Making This Change

Listening to your feedback, we recognised the difficulties in contacting the practice to make appointments due to high demand and the 8am rush. Your shared experiences demonstrated the need to improve:

- Our waiting times and online system
- Having more choice of appointment types, times and locations to suit your needs
- Seeing the same clinician if possible

That's why we are introducing Rapid Health to meet your needs more efficiently and improve the overall experience for both patients and our practice team.

Many practices are already using Rapid Health and have received positive feedback with the new online system from both patients and staff.

How will it benefit you?

1. **Faster and Fairer access to care**: The system can help us to triage your symptoms and direct you to the appropriate service or team member more efficiently based on medical need.
2. **Real-time appointment booking**: If your situation requires an appointment, Rapid Health may automatically offer you a range of appointment choice based on your needs that you can book directly yourself.

3. **User-friendly experience** making it easier to access the Right Clinician, Right Place, Right Time

The current Klinik system will continue to operate until the end of the day on **Friday 19th September 2025**.

You will still be able to contact the practice via telephone or in person as usual between Monday 22nd and Tuesday 23rd September whilst we transition to the new system.

Please update your **EMAIL ADDRESS and CONTACT DETAILS** with the practice by completing the Change of Personal Details - RINGMEAD MEDICAL GROUP online form

Or The **NHS app** https://m.youtube.com/shorts/Hm3LD5sd3NE

More information and updates are available on our website - RINGMEAD MEDICAL GROUP

Vascular Disease Awareness Month, 1st - 30th September
Vascular disease is a leading cause of coronary heart disease and heart attacks, and it also contributes to strokes. It develops, often silently for many years, due to inflammation and weakening of the veins and arteries, along with the gradual build-up of fatty deposits inside blood vessels. It may only become apparent when the damage is severe.

Prevention is better than cure. Take control with a few lifestyle changes:

- Maintain a healthy weight
- Eat a balanced diet – think plenty of fruit, vegetables and fibres
- Stay active
- Limit alcohol and stop smoking
- Manage conditions like high blood pressure, high cholesterol and diabetes

September 2025 Ringmead Dashboard

Appointments booked 6,387 Face to Face and 7,456 Telephone consultations

Appointments missed by patients who did not attend (DNA) 2.75%

Home visits 225

Friends and Family results 86%

Klinik Online consultation feedback 88%

Klinik Consultation triaged 3,863

Prescriptions issued 14,484 Current prescriptions wait time 72 hours

Telephone calls inbound 13,281 Telephone calls outbound 16,202

Patients who have used the telephone call-back option 2,483

Referrals made this month 1,380