



Kensington Medical Practice

15A DONEGALL ROAD BELFAST

Spring Newsletter

3RD APRIL 2026

Please note we will be closed for Easter on Monday 6th and Tuesday 7th April 2026. Other upcoming bank holidays when we will be closed are Monday 4th May, and Monday 25th May 2026.

If you have an urgent problem that cannot wait until we reopen at 8.30am the following day, you can contact GP Out of hours.

The GP Out Of Hours Service provides care for people in Belfast when their normal GP surgery is closed. It is not intended to replace normal GP services, but deals with urgent problems that cannot wait until your own GP is available. You should therefore only use this service if you are suddenly ill and you cannot wait until your GP's surgery is open.

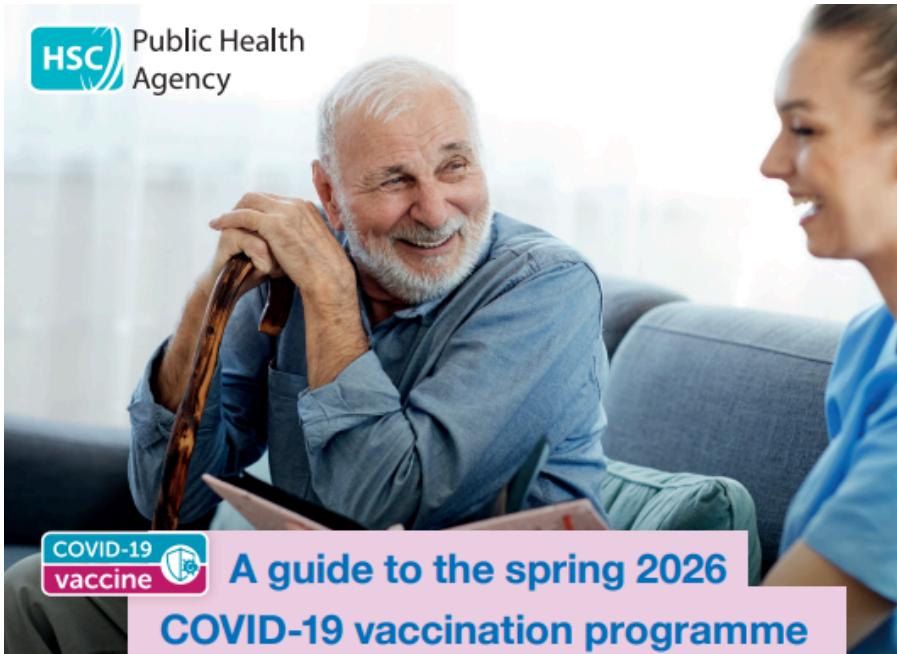
South and East Belfast - 02890 796220

North and West Belfast - 02890 744447

Lisburn area - 02892 602204

Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.



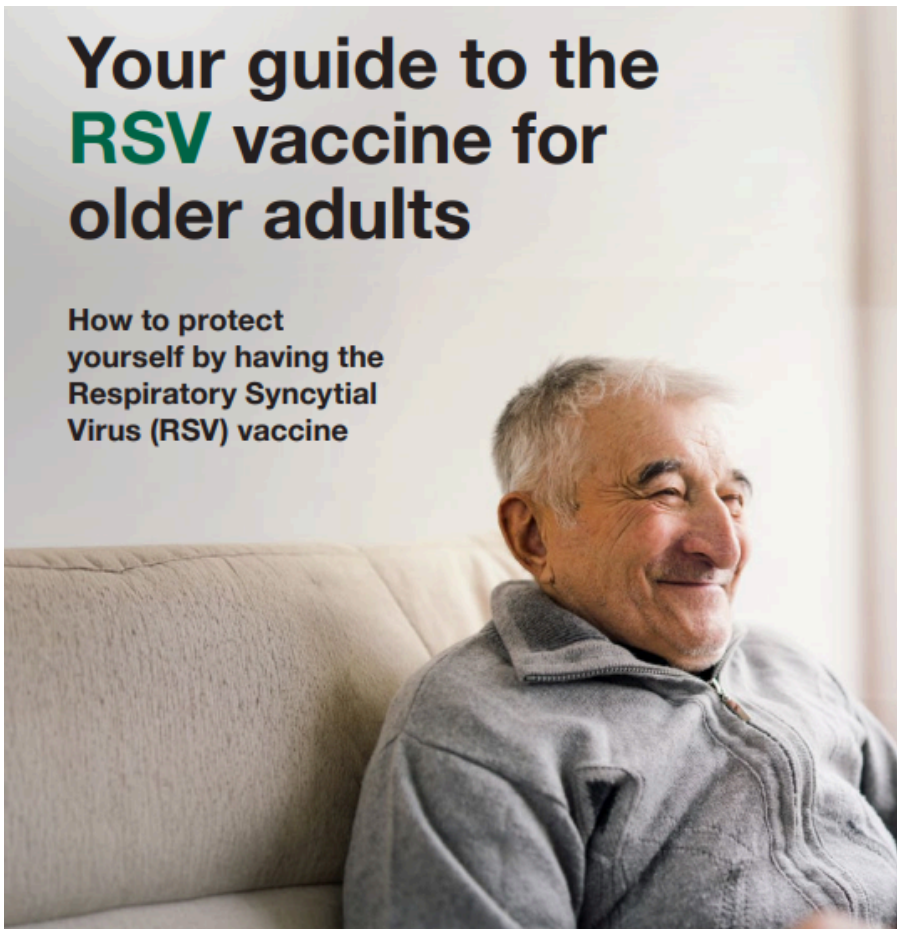


We will soon be sending out invitations to those who we understand to be eligible, for the Spring Covid booster vaccine. We expect appointments to be available from 20th April 2026 onwards. Click on the picture for more information.

People aged 75 years and older, residents in care homes for older people, and those aged 6 months and over with a weakened immune system will be offered a dose of coronavirus (COVID-19) vaccine this spring.

Your guide to the **RSV** vaccine for older adults

How to protect yourself by having the Respiratory Syncytial Virus (RSV) vaccine



Also, the offer for the Respiratory Syncytial Virus (RSV) vaccine is being extended to all those over 75, who haven't already had it over the last few years (previously it was only offered to those between 75 and 80. Click on the picture for more information.

If eligible for both vaccines, both can be given together on the same visit.

Information on the free RSV vaccine for people who:

- are aged 75 years or older
- are an adult of any age living in a care home for older adults

Have your contact details changed?

If your contact details have changed - for example, your phone number or address, it's really important to let us know. This reduces the possibility of not being able to reach you if we need to contact you about something, or missed post.

You can update your details at the link below, or call and let us know:

<https://www.kensingtonmedicalcentre.co.uk/change-of-personal-details>

Don't use your landline anymore? Many of us, for various reasons, including the use of mobile phones as a first option, changing services when installing broadband, and other reasons, will no longer maintain a telephone landline. If you no longer use your landline, it would be really useful to know this, so we can remove it from your records. Use the same link above.

A reminder of our current practice area can be found here; if a new address is outside our practice boundary, you will need to seek registration with a new surgery closer to your new address.

<https://www.kensingtonmedicalcentre.co.uk/practice-area>

If you are planning to leave the United Kingdom permanently, please also let us know, so we can close your registration. This is to avoid sending unnecessary invitations, or other contacts. You can always re-register if you return to live within our practice area at some future point.

Support for carers

A carer is someone who provides unpaid care and support to a family member, friend, or neighbour who could not manage without their help due to illness, disability, mental health needs, learning disability, addiction, or age-related frailty.

Or in plain English, a carer is anyone who looks after someone who couldn't cope without their support.

Visit our Carer page on our website, for information about support available, and to let us know if you are a carer.

<https://www.kensingtonmedicalcentre.co.uk/carers>

A word about missed appointments... ... please help us help you!

Demand for appointments at the practice remains very high, and our clinicians' time is finite. To make sure we can care for as many patients as possible, we need your help in reducing missed appointments.

Unfortunately, we are currently seeing a significant number of "Did Not Attend" (DNA) appointments. These are slots that could have been used to support other patients in need.

In March 2026 alone, missed appointments resulted in:

- **135 GP appointments lost**
- **73 nurse appointments lost**
- **62 healthcare assistant appointments lost**
- **27 pharmacist appointments lost**

That's **hundreds** of opportunities to care for patients that were simply unavailable due to non-attendance.

We completely understand that life is busy, and sometimes appointments are forgotten or circumstances change. However, if you know you cannot attend—or no longer need your appointment—please cancel it as soon as possible. This allows us to offer the slot to someone else who may be waiting.

How to cancel your appointment:

- Reply to your appointment reminder text
- Cancel online via Patient Access
- Call the surgery on 02890 325679

If you are not receiving reminder texts, please contact us so we can ensure your mobile number is up to date.

Please note we are closely monitoring DNA rates. Repeated non-attendance without a reasonable explanation may be challenged and could ultimately put your registration with the practice at risk.

By working together, we can make the best possible use of available appointments—and ensure timely care for everyone who needs it.

Read our "Did not attend" policy here:

<https://www.kensingtonmedicalcentre.co.uk/managing-did-not-attends>