
Update from Cove Bay & Kincorth Medical Centres – August 2026

STAFF UPDATE

Abegboyega Onasanya known as Ade, Mental Health Assistant Practitioner joined the practice on 23rd June 2026.

KILTWALK 2026

Dr Mackenzie and her daughter Zoe, who is a student midwife, successfully completed the 18 mile Kiltwalk on the 7th of June, raising over £900 for Miscarriage Support and wearing the Pride of Neurodiversity tartan which is a symbol of neurodiversity, visibility, inclusion and pride for people with conditions such as autism, ADHD, dyslexia and others.

It was an amazing day with thousands of people raising money for their charities, spoilt only by lots of blisters!!

eCONSULT

eConsult – Improving Access to Your GP Practice

Many of you will be familiar with **eConsult**, our online consultation system. From recent feedback we are very pleased that it continues to be a popular way for patients to contact the practice. We would like to explain a little more about how eConsult works and how it fits into our overall service.

What is eConsult?

eConsult is an additional service we provide to help improve access to care. Patients can submit medical or administrative queries online at a time that suits them, without needing to phone or attend the practice.

We pay for this service ourselves as a practice because we believe it helps patients get the right help more quickly. We manage a large number of eConsult requests, averaging about 580 per week, which are carefully reviewed and responded to by our clinical team.

Opening Times and Availability

We are proud to offer enhanced eConsult availability before and after GP opening times, helping to support those who need access outside usual working times.

We are aware of feedback about restricted eConsult opening hours at certain times usually during school holidays and festive periods. These are periods when we have reduced staff both clinical and administrative like anywhere else. Limiting eConsult access ensures we can manage demand safely and prioritise urgent care. These changes are planned in advance, and we always aim to give patients notice when possible.

Not Suitable for Everyone

We recognise that eConsult does not suit all patients. If you prefer to contact us by phone, our call handlers are here to help and will guide you to the most appropriate service.

There is always an experienced GP available to support the reception team and provide advice when needed, ensuring patients receive safe and appropriate care.

Working Together

eConsult helps us manage demand and improve access and it works best alongside our other services. We appreciate your feedback and will continue to review how we provide better care that meets the need of our patients.