



March 2019



Patient Charter

We have recently compiled a patient charter which outlines our practice policies. It has been compiled by the Practice team and the Patient Participation Group. Some of these include guidelines for GP appointments, how to order prescriptions as well as guidelines on how the appointment system works. If you would like to view this charter please visit our website at www.woodhousehealthcentre.co.uk



Patient forum

At the surgery we operate an online and in house patient forum where patients can have their say and discuss different topics. If you would like more information about this please contact the surgery and we would be happy to talk to you and discuss how to join this.

Social Media Policy

There are many social media platforms that are widely used by both staff and patients. Woodhouse Health Centre has a duty to maintain patient confidentiality and to safeguard vulnerable patients.

You can help us achieve this by adhering to the code of conduct outlined in this policy. If you would like to view this policy please visit our website at www.woodhousehealthcentre.co.uk.

Tablet brands

Patients have been confused about the brand of their tablets changing and felt they were not taking their medication properly. All pharmacies would like to let you know that instead of being consistent with its tablet brands like it used to, it now shops around for the best deal in order to use funding wisely.



Car park and one way system

The new one way system is now in place on Skelton Lane. The practice would like to remind you of the importance of considering this change when planning your travel time. The practice would also like to remind you that the car park is for staff and disabled patients only.

Did not attend appointments

Patients are continuing to not attend appointments. If you cannot attend an appointment, you are encouraged to cancel this appointment. Appointments can be cancelled at any time by choosing option 2 when ringing the practice. This service is available even when the practice is closed. Appointment are valuable, please do not waste them.

Comments and compliments

If you have any comments or compliments that you would like to share with the practice we are always happy to listen. We are happy to discuss anything you would like to share via telephone, face to face, letter or email.

Website

If patients wish to find any information about the surgery, policies or documents please visit our website at www.woodhousehealthcentre.co.uk.



Staff Changes

Dr Jayasooriya who was previously a GP Registrar at the practice has returned to the surgery to cover Dr Nevitt's maternity leave. Our Receptionist Ellie will also soon be on maternity leave ready for her baby's arrival in April.

Our latest GP Registrars are Dr Reynolds and Dr Powell who will be with us for 6 months. Dr Burton and Dr Taylor are our current F2 GP's until early April.

At the end of March we are losing a member of the Reception team, Linda is retiring from the team.

You may have also noticed several new reception staff members over recent months. Welcome to the team Chantelle, Ellie, Alyssa, Natasha and Fran.

Dr Spinks' Retirement

Dr Spinks will be retiring at the end of March after 32 years of service.

If anyone would like to see her before she leaves, an open day will be held on Thursday 28th March between 1-4pm. You are welcome to attend to join us in saying goodbye and wishing her well in retirement.



Online Access

At the surgery we offer patients online access to their test results, medication and appointments. Patients can request their prescriptions, book appointments online and view their test results with this service. If you would like to register for this please speak to one of the Receptionists who will be able to advise you. Please note; patients will need to bring photo ID with them when registering for this service.

Controlled Drugs and Electronic Prescriptions

The surgery now has a system up and running where controlled drug prescriptions are sent to pharmacies directly. This will mean that patients no longer have to come into surgery to sign for their prescriptions as they are automatically sent through to your desired pharmacy. If you have a controlled drug and are not signed up to a pharmacy, please contact a pharmacy of choice so we are able to send your prescriptions through directly for you.

Prescriptions

We would like to remind patients that the surgery does not take prescription requests over the phone. Patients can request their prescriptions through their pharmacy, in writing or by filling out their repeat prescription slip and handing this into the surgery or a pharmacy. Prescriptions can also be ordered online.