



Woodstock Medical Centre Practice Newsletter

Issue 7 – December 2023



Welcome to the Team!

We would like to extend a warm welcome to Jennifer Hendry, Trainee Advanced Nurse Practitioner, Samantha Bryden, Office Supervisor and Lisa Bartkus, Site Manager who have recently joined the practice team. A full list of all practice staff can be found on our website @ www.woodstockmc.co.uk/about-us/meet-the-team/

Surgery Updates

We would like to take this opportunity to thank our clinical and admin staff for their ongoing hardwork. This does not go unnoticed. Following our recent meeting with the health board, we were delighted to be advised we are sitting above the Lanarkshire average for patient appointments. We have been recruiting, training and increasing our capacity over recent months and we are delighted to have this recognised by the Medical Director and the Chief officer.

We would encourage you all to join our facebook page, this will be used to provide patients with any important updates and our monthly figures we can be found under "Alba Medical Group Woodstock"

Festive Period Closures

Your practice will be **closed** on

**Monday 25th & Tuesday 26th
December**

**Monday 1st & Tuesday 2nd
January 2024.**

We will re-open as normal on
Wednesday of both weeks.

Please ensure that you have ordered enough medication for when we are closed, ordering only what you need.

To allow time for both practice and pharmacy to process, we ask that prescriptions are received by
Friday 15 December.

Should you require urgent medical advice or assistance during this time, please call NHS 24 on 111.

In a medical emergency, please dial 999.

Hospital admissions for flu and COVID-19 peaked last festive period.



Stay Safe this Winter!

Get your COVID and flu vaccines at one of our drop-in clinics. You can visit <https://www.nhslanarkshire.scot.nhs.uk/covid-19-vaccine-centres/>

for your nearest location.

If you have any questions, please contact 01698 687456 and not the practice.

Chronic disease monitoring

Changes to how your GP practice helps you look after your chronic disease / long term condition

There are changes happening to how your GP practice helps you look after your chronic disease / long term condition. This could be for diabetes, high blood pressure, kidney disease or another condition.

What are the changes?

You will continue to attend your GP practice for advice on how to manage your condition. However, under the changes you will first attend a treatment room run by NHS Lanarkshire. At this appointment a nurse will carry out the observations needed to help monitor your condition. These may include taking your blood pressure, height, weight, blood and urine analysis. This information is then sent to your GP practice.

There is a dedicated treatment room for each area in Lanarkshire. Practice staff will let you know where you need to go for your appointment. You may need to travel further than if you were attending your GP practice.

Why are these changes happening?

These changes are happening because of the national GP contract, which sets out a new direction for general practice in Scotland. The changes are taking place in all GP practices across Lanarkshire and Scotland.

To read more about the national GP contract, visit

www.gov.scot/policies/primary-care-services/general-practitioners/#contract

Please note there will be more communication regarding the above over the coming weeks.

Women's Health – Cervical Screening Update

Thank you to everyone who has already taken the time to complete the survey.

We would like to understand why women residing in Clydesdale do or do not attend cervical screening, also known as a smear test.

Please click on/enter the link below to complete the survey, which should take about 10 minutes to complete.

Thank you for help in gathering this important information.

<https://forms.office.com/e/km36szDxLS>



WOODSTOCK MEDICAL CENTRE NOVEMBER 2023 STATISTICS



12164 Telephone calls

This is the number of telephone calls into the practice during Nov, 4772 calls were abandoned, a third of these were made outside normal practice opening hours. Our busiest days are Monday and Friday between 8am-9am.



4874 Appointments

Throughout November your GPs, Nursing, Multi-disciplinary and urgent care team provided appointments face to face, over the phone or at home.

22748 Prescriptions

In total Woodstock provided 22748 prescriptions for our patients in November. This includes acute, repeats and serial prescriptions.



8985 Letters and Documents

All letters and documents received into the practice (e.g. hospital and clinic letters, blood results) are clinically checked to ensure all information, diagnosis and requests are being actioned.



GP workload is allocated by session and combines patient contact (appointments) and clinical admin (Inc. scripts and management of letters and documents).



Patient Education

This statistical information is provided to Woodstock's patient population to improve your understanding as to the volume of work your GPs and practice staff undertake on a monthly basis.