

# Woodstock Surgery Newsletter

January 2024

## Practice Team Update

### New staff

*This month we are delighted to welcome Janice to the team. Janice will be working with our fantastic Domestic team.*

### Farewell

*This month we said a sad farewell to Linda Doolan. She has moved on to pastures new. We wish her all the best, however we will miss her within the surgery. Best of luck Linda.*

### Recruitment.

*We are busy on the recruitment side of things with interviews being undertaken to extend our valuable admin team and our highly skilled clinical team...we will update on this next month.*

## Practice update

*This month sees cervical awareness week. We need to turn around the low uptake of cervical screening within Lanarkshire and the West of Scotland as early detection is crucial to improve chances of survival. Within the surgery, we are looking at ways for us to share the information with our patients and the local community. We are hoping to have a stall within the reception and will keep patients updated on Facebook when this is confirmed. We will also keep you updated of any other health events.*

[Cervical Screening | NHS Lanarkshire \(scot.nhs.uk\)](https://www.scot.nhs.uk/cervical-screening/)

## Seasonal updates

*We are now in the winter months; it is important that patients stay up to date with their seasonal vaccinations. Please check out the Winter Health Hub website for more information....*

[Winter Health | NHS Lanarkshire \(scot.nhs.uk\)](https://www.scot.nhs.uk/winter-health/)

## Thought for the week...

*“May we choose self-love rather than self-loathe. May we choose to create rather than criticise. May we choose to flow rather than fight and may we give our all rather than give up...”*

*S.C Lousie*

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## Patient Feedback Questionnaire

For the coming weeks, any patient who has a telephone call with a clinician or face to face, will be asked to complete our survey. The survey measures patient experience and allows us to see the excellent work being undertaken and work on any areas of concern. We would urge you all to partake in this survey when asked.

## Chronic Disease Management

*In the coming weeks, there will be some changes to note when attending for any Chronic Disease Management appointments. We will be writing to patients by month of birth. The letter will ask you to call the surgery to make an appointment for bloods in the first instance. The admin team will then book in for the bloods to be obtained over at the health centre. These recalls will be sent for any quarterly, six monthly and yearly reviews so look out for the letter. If you are housebound, we will arrange for these bloods to be obtained at home.*

## PPG Meeting.

We have our next scheduled meeting with the PPG on the 17<sup>th</sup> January.

## Missed Appointments

*We are monitoring the appointments that patients do not attend for. If you have to cancel your appointment for any reason, please contact the surgery so this valuable time can be allocated to another patient. We will publish these numbers at the end of January with our Dashboard. These numbers are extracted from our system.*

## Pharmacy First

For all minor ailments, remember you can visit your local pharmacy. See link for opening times

[Pharmacies | NHS Inform](#)

## Public Holiday Information

*The next public holiday is Friday the 29<sup>th</sup> March and Monday the 1<sup>st</sup> April.*

*If you need any medical help when the surgery is closed, please call 111 and in the event of an emergency, call 999*

***Please note, the surgery is committed to upholding the NHS Scotland Violence and Aggression policy. The policy aims to provide a safe workplace where staff can work without the fear of intimidation, threats or assault from ANY person. We will not tolerate any such behaviour within the surgery and it will result in patients being removed from the practice list. We will not tolerate any racist or hateful comments and these will also be addressed and reported to the Police if necessary.***