

Woodstock Medical Centre Practice Newsletter

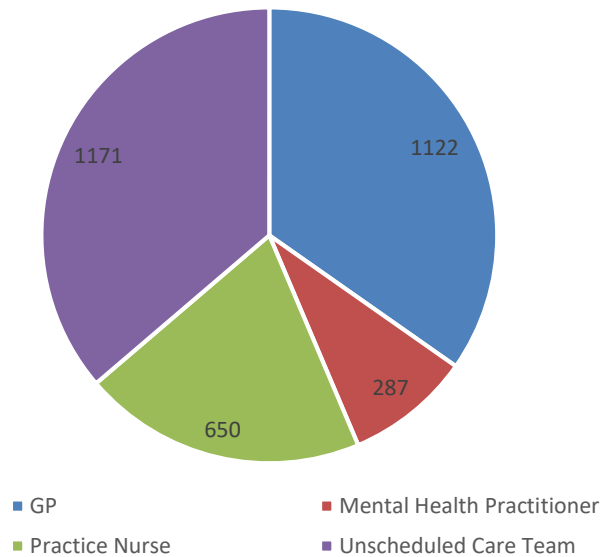
Issue 3 – June 2023

SMS messaging

The practice is continuing to gather patient information for those who wish to opt in to our SMS text messaging service.

Consent forms can be found on our website, at reception or an electronic copy can be emailed. Please ensure all of your details are up to date to allow the practice to reach you.

Total practice appointments provided for the month of May: 3230



Over the next few months, the practice team are raising money for Cancer Research UK. There will be a donation box and pin box at our reception desk and any donation would be gratefully received.

**CERVICAL
SCREENING**
AWARENESS WEEK
19th - 24th June 2023



The next Patient Participation Group (PPG) meeting will be taking place on Wednesday 21st June 2023.

Cervical screening awareness week is 19th-24th June 2023. Almost 1 in 3 do not go for their cervical screening and we actively encourage those who are eligible and have been invited to book their test. The practice has daily appointments which can be booked in advance with our practice nurse team by calling 01555 665522 on option 5 between 10am-6pm. The charity Jo's Trust is also available for those who have questions, concerns or wish to talk about results and can be found at JOSTRUST.ORG.UK or call them on **0808 802 8000**.



Woodstock Medical Centre are proud to have partnered with NHS Lanarkshire as part of the Scottish Government's drive to combat period poverty. We offer free sanitary products which are located in both of our patient toilets at the front entrance of the building. Lanark Health Centre, situated directly beside the practice, also offers this service and more information can be found on the Scottish Government website. If anyone has any queries regarding the above, please speak to one of the practice team who would be happy to help.



Well done to our Patient Administrator Sharon Muir who received a beautiful bouquet of flowers from a patient after assisting with their query. You can usually find Sharon at our reception desk who is always a friendly and welcoming face to our patients. Well done Sharon!

Many thanks to our patients for taking the time to fill out our feedback/suggestion forms. As part of ongoing service improvements we feel it is very important to listen to the patient community and take on board any feedback provided and try to implement positive change where possible. The most common theme we have had so far is around test results calls and we have now changed our process whereby a member of the administration team will contact the patient direct to pre book a results call with a clinician. System changes take time to deliver and reviews this of change may be required. Again, we would welcome any patient feedback on this.

Our suggestion box can be found within our reception waiting area and is checked weekly. Alternatively, you can email us on the address below.



If there is anything you wish to be included in future newsletters, please email Woodstock.mc@lanarkshire.scot.nhs.uk and mark for the attention of Clare Baxter, Assistant Practice Manager.