

Woodstock Medical Centre Practice Newsletter

Issue 2 – May 2023

Welcome to issue 2 of our practice newsletter. Along with some general updates, this month the focus will be on our unscheduled care team and what this service is. If there is anything you would like included in future newsletters, please email Woodstock.mc@lanarkshire.scot.nhs.uk and mark for the attention of Clare Baxter.

Appointments update

From Monday 15th May 2023, the practice will be moving to a hybrid of face to face and telephone consultations. These will consist of on the day and book in advance appointments. Please note all results calls will be telephone appointment only.

SMS messaging

The practice will be shortly introducing a SMS text messaging service and this will allow for improved communication between the practice and our patient population.

We will require patients to opt in for this service by completing our consent form which 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.



Well done to our Patient Administrator Margaret White who received a beautiful bouquet of flowers and a thank you card from one of our patients for assisting with their query. Our administration team work very hard and are crucial to our service provision at the practice. Well done Margaret!

Covid-19 Spring booster

Spring summer booster will be taking place from 8.30am up to 7.30 pm at:

- Braidfute Retail Park, Lanark
- Ravenscraig Regional Sports Facility, Motherwell

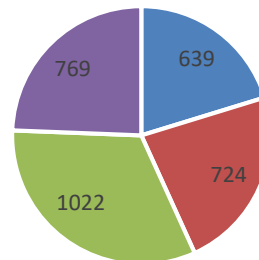


Meet the team

Lesley Barrie, Nurse Consultant
 Jacqueline Templeton, ANP
 Jennifer Crawford, ANP
 Sarah Byres, ANP
 Karolina Posylek, ANP

Our unsheduled care team deal with on the day emergencies once on the day routine appointments are full. The UCT operates between 8am-6pm Monday-Friday so patients can call at any time throughout the day for this service. The UCT work closely with our care navigation team in order for the most appropriate presentations to be dealt with and patients are advised they will receive a call back from one of the team. This team are highly experienced in dealing with urgent and emergent cases. In some cases, patients whom need to be seen will be seen on the day. This team are also able to carry out house calls where needed. The UCT are also able to refer onwards to hospital in emergency situations as well as completing referrals to secondary care for non-urgent reviews. Our team have direct access to a GP if their opinion is required for a patient.

Total number of unsheduled care team appointments 2023 for Woodstock Medical Centre year to date



■ January ■ February ■ March ■ April

UCT hub within Woodstock Medical Centre



Useful acronyms

UCT – Unsheduled care team

ANP – Advanced Nurse Practitioner