

## Woodstock Medical Centre Practice Newsletter

Issue 6 – October 2023

### New staff members

We would like to extend a warm welcome to Jennifer Boyd Nurse Consultant, Tracey Lamont Advanced Nurse Practitioner, Aine Saleem, Trainee Advanced Nurse Practitioner and Abbie, Patient Administrator 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/](http://www.woodstockmc.co.uk/about-us/meet-the-team/).



### Changes to practice: week commencing Monday 6<sup>th</sup> November 2023

We are aware of patients queuing as early as 7am outside the practice in order to make appointments. This is concerning particularly as the winter season is approaching. To ensure your wellbeing, we have decided to make changes to how appointments can be booked

We have an urgent care team available every day between 8am - 6pm to deal with acute problems such as chest infection, breathing problems, sinusitis, ear pain/infections, skin infections, chest pain, stomach pain, dizziness, headache and constipation

If you feel you have an urgent on the day need, you can call the practice at any time. To avoid risk to health, with effect from week commencing 6 November, it will no longer be possible to make appointments face to face at reception until after 10am. Please call the practice in the first instance.

### Winter Vaccine Programme 2023

Flu and coronavirus (COVID-19) vaccines are now being offered to those eligible. It's strongly recommended you get vaccinated if you're eligible this winter. Most adults who are eligible for one or both vaccines will have already been contacted by NHS Scotland. Depending on your communication preferences, this will have been by letter, email or text.

All information can be found at: <https://www.nhsinform.scot/winter-vaccines>

## **Patient Experience – You Said, We Did**

We were concerned to hear that patients were unhappy with the level of service being provided at Woodstock Medical Centre.

As a result of this, we have listened to the concerns raised and made some changes. Since 25th September 2023, when you call the practice you may be sign posted in a different way than you had been previously. This was to ensure that patients were being provided the right care, in the right place, at the right time in line with the general practice access principles as set out by Scottish Government.

At the same time, and over a period of 4 weeks, we decided to undertake a patient feedback survey to hear how satisfied or not patients were with their current contact with the practice. A total of 1557 patients took part in the survey, and we thank you for taking the time to participation and provide your feedback.

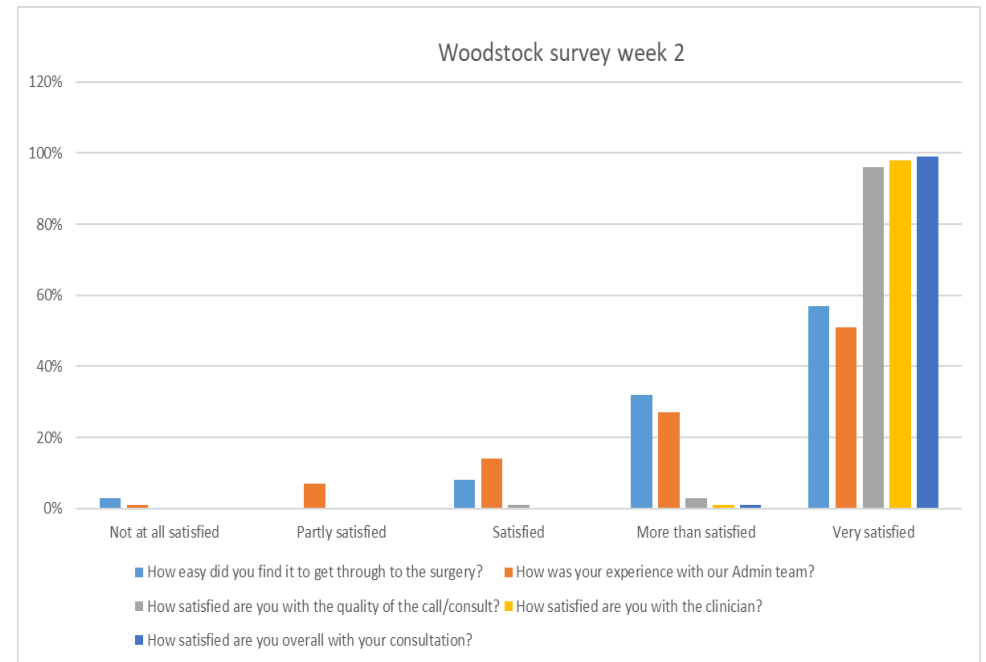
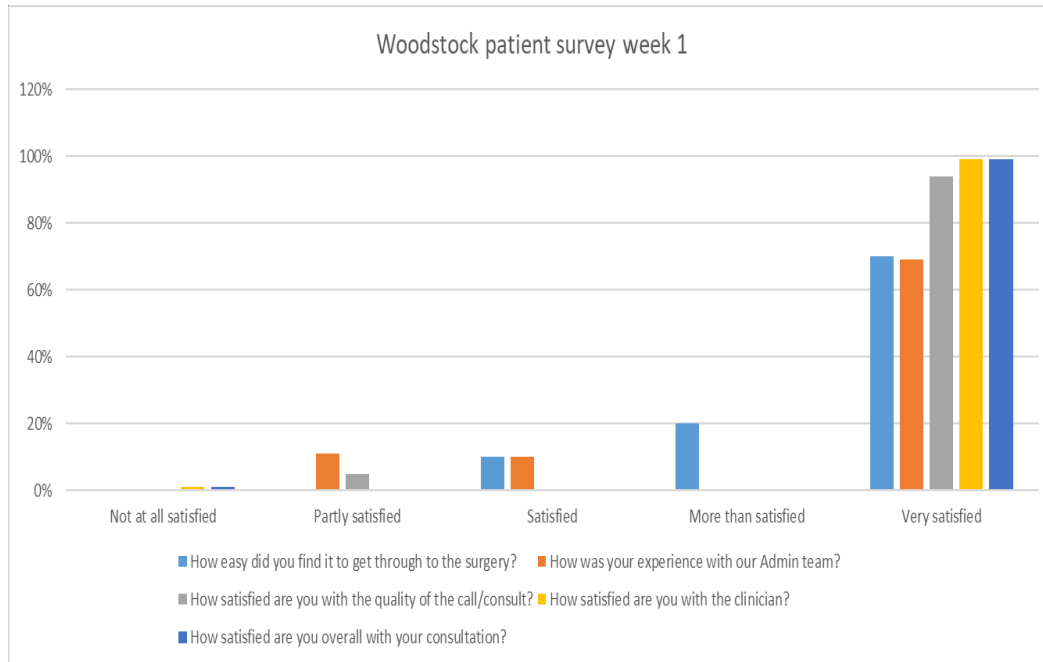
This audit was initially carried out by the clinicians within the Urgent Care Team only and the following week this was extended to the whole practice. This was to gather evidence whether it be good or bad.

The graphs below represent our findings and we are pleased to report our patients are very satisfied with our clinical staff and the quality of their consultations. This averages between 97% - 99%.

We recognise there are still some challenges about how patients get in touch with the practice and this is something that we are looking into, however, over the 4-week period of the survey, 70% of patients providing feedback advised that they were very satisfied with how easy it was to get through.

We are working to improve a number of areas including increasing pre-bookable appointments and “on the day” availability and are continuing to recruit additional clinical staff over the coming weeks.

Additional information was collected about the purpose of why patients were calling the practice. This demonstrated that patients were calling at peak times, between 8am and 10am for information about results and prescriptions that could have been dealt with out with our busiest period. As a result, we will look to make changes over the coming weeks about how patients can get this information.



**Feedback**

"getting through is the issue, once through to the surgery, no concerns about the care."

"Tried for 4 weeks to get an appointment"

"I came into the surgery at 8 am to secure an appointment"

"Thank you to all for doing the best you can during these difficult circumstances"

"I queued outside from 7:45am"

"Just so hard to get an appointment"

"Feel the admin team more training on HRT and how serious it is"

**Feedback**

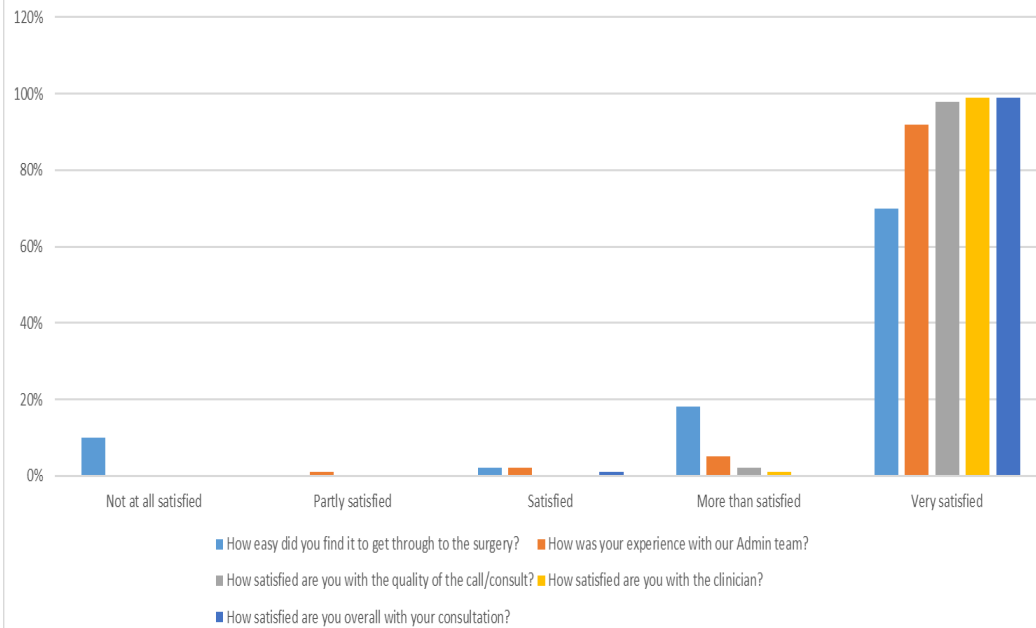
"Thorough exam carried out today"

"7 weeks of trying for an appointment - when I did get seen, my experience was excellent"

"Very helpful thankyou"

"It's not fair, my friend got an appointment easier than me because she came in the morning and stood from 7.30am, I cannot do that but I phoned first thing"

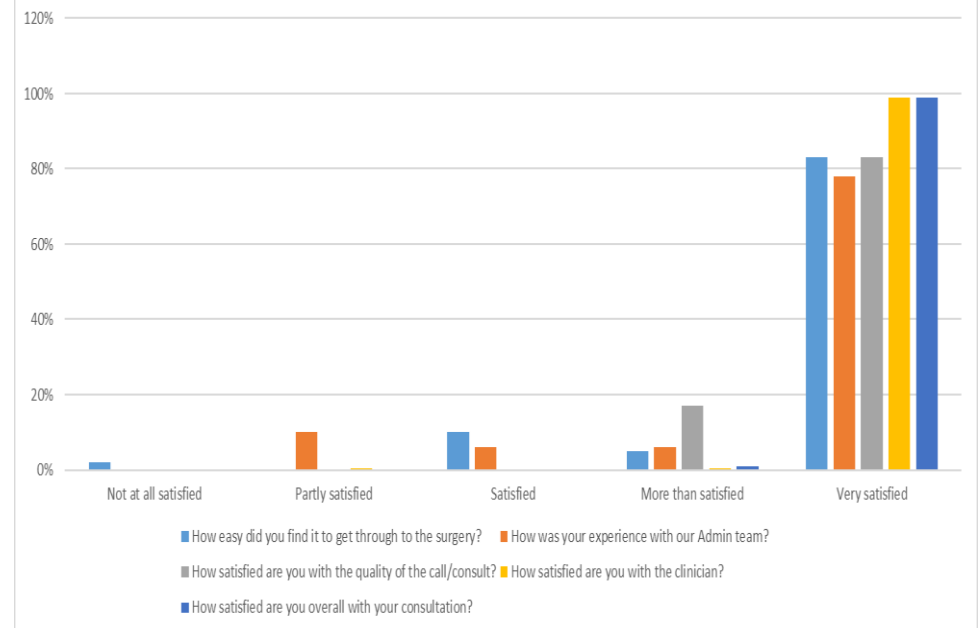
Woodstock survey week 3



**Feedback**

“Everyone is great – when you get through”  
 “Very professional and I feel the Nurse Consultant listened to me”  
 “I would have happily waited another two hours for my consultation as I was So pleased with it. I was listened to and feel reassured.”  
 “Everyone is great - when you get through”  
 “The GP was thorough although I could see the admin team were busy when I checked in”.

Woodstock survey week 4



**Feedback**

“We see what people say online, but they should take time to see all the good work, we know how hard you all work”  
 “I was lucky enough to get through, called and seen all within the hour. . . can’t ask for more than that”  
 “You all do a wonderful job – we see you.”  
 “Is it possible to get chairs outside for us to sit on to queue when you are closed”. We had this comment twice.

## **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](http://www.gov.scot/policies/primary-care-services/general-practitioners/#contract)

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

## **WOMENS HEALTH**

### **Cervical Screening Uptake**

**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 this link to complete our survey which should take about 10minutes to complete, thank you.**

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

**Reduced Car Parking Availability**

The practice would like to advise that Rowlands pharmacy are having some remedial works done week commencing Monday 30<sup>th</sup> October for one week. As part of these works a skip will be placed close to the practice premises. In order to meet Health and Safety guidelines, this will be located in the upper car park, which will reduce available car parking spaces. We ask that visitors to the practice are mindful if travelling to the practice by car.

**Changes to local pharmacy**

**Lanark Pharmacy (previously Lloyds High Street)**  
**01555 662264**  
**Website: [www.lanarkpharmacy.co.uk](http://www.lanarkpharmacy.co.uk)**  
**Email: [contact@lanarkpharmacy.co.uk](mailto:contact@lanarkpharmacy.co.uk)**  
**Facebook: @lanarkpharmacy**

**Opening hours**

**Monday-Friday: 9am-5:30pm**  
**Saturday: 9am-5pm**  
**Sunday: Closed**

**Lanark pharmacy has a free prescription collection and delivery service. Please contact the details above or pick up a leaflet from our practice reception to register for this service.**




**NHS Lanarkshire** University Department of Podiatry

**Have a foot problem?**

Call our HUB on **01698 753753** or visit our site: [www.nhslanarkshire.scot.nhs.uk/services/podiatry](http://www.nhslanarkshire.scot.nhs.uk/services/podiatry) for guidance and advice on self care conditions

**Infection**  
**Injury**  
**Intervention**

Our podiatry service can help treat a range of foot related issues including:

- Surgical removal of painful or infected toenails
- Structural or mechanical foot injuries
- Infected foot wounds or ulcers

For information on personal footcare go to:  
 Personal Footcare Guidance - gov.scot ([www.gov.scot](http://www.gov.scot))

Scan our QR code

Health & Social Care North Lanarkshire @NHSLanPodiatry @NHSLanarkshirePodiatryService GCU

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On Friday 20<sup>th</sup> October the practice raised some funds for Cancer Research 's wear it pink for Breast Cancer through having a wear pink dress down day. We raised a total of £25.24 which will be given to our local Cancer charity committee who we raised funds for during the summer. Thank you to everyone who donated.



## WOODSTOCK MEDICAL CENTRE SEPTEMBER STATISTICS



### 16703 Telephone calls

This is the number of telephone calls into the practice during Sept, 8207 calls were abandoned, half of these were made outside normal practice opening hours. Our busiest days are Monday and Friday between 8am-9am.

### 21194 Prescriptions

In total Woodstock provided 21194 prescriptions for our patients in September. This includes acute, repeats and serial prescriptions.



### 4354 Appointments

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



### 7787 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). During September our GPs worked 113 sessions over the course of the month.



### 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.