

Woodstock Surgery Newsletter

April 2024

askmyGP Platform

This month saw the introduction of our new way of contacting Woodstock Medical Centre. The askmyGP platform can be accessed via our website by clicking on the link that appears in the pop up box or just under our headings.

It allows patients to go online rather than wait in a call queue giving you more time to do other things that need to be done in our busy lives. We have had a lot of positive patient feedback about how easy it is to use, how quickly patients had responses and appointments made for them.

3805 of our patients are already registered

Seasonal updates

We are now in the spring and summer months; it is important that patients look after themselves with seasonal health issues like hay-fever.

Enter this link into your web browser for more information.

<https://www.nhslanarkshire.scot.nhs.uk/news-pharmacy-first-for-hay-fever-symptoms>

Practice Team Update

New Practice Nurse

This month we are delighted to welcome a new start into Lanark. Amber Currie has joined us to work within our nursing team and is seeing patients on a Thursday and Friday each week

PPG Meeting.

We have our next scheduled meeting with the PPG on the 19th June 2024

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Useful telephone numbers

Woodstock Medical Centre 01555 665522

District Nurses 0300 303 2445 – option 2

Lanark Health Centre 01555 667150

Midwives 01555 667155

Health Visitors 01555 754430

Early Pregnancy Unit 01698 366210

Referral Management 0300 303 0249

Local pharmacies

Lanark Pharmacy 01555 662264

WMC 01555 663157

Boots 01555 663176

Rx Carstairs 01555 870 948

Thought for the month

Forget the day's troubles

Remember the day's blessings

Public Holiday Information

The next public holiday is Monday the 27th May. If you need any medical help when the surgery is closed, please call 111 and in the event of an emergency, call 999.

Please remember to use the boxes in our waiting area's to get in touch with us.

The practice has a suggestion box which can be used to tell us your thoughts or what events you may like to see the surgery hold.

The PPG Committee has a communication box for ideas you may want them to bring up in our regular meetings with them.

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.

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April Dashboard Figures

5600

This is the number of telephone calls that were answered in April

4985 appointments

Throughout April your GPs, Nursing, Multi-disciplinary and urgent care team provided 4985 appointments face to face, over the phone, within the care home or in the patients own home.

22,385 Prescriptions

In total we provided 22,385 prescriptions for our patients in April. This includes 3994 acute, 18,391 repeats and 8 serial prescriptions.

9080 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.

102 Sick lines

In total, we completed 102 sick lines in April

30 Home visits

This month, we saw 30 patients at home.

33 patients Did Not Attend

This month 33 appointments were not attended.

453 Referrals

This month, we sent 453 referrals for our patients.