

Woodstock Surgery Newsletter & Dashboard

May/June 2024

AskMyGP Platform

New statistics data will be coming next month showing more information around AskMyGP, and **over 6000** of our patients have already registered with the platform.

Prescription updates

We have multiple ways of requesting prescriptions. Whether you choose to use AskMyGP, online or paper requests our aim is to process these in 2 working days however this is changing so please allow **3 working days**. The pharmacies we work with are quoting a 24-hour turnaround. Therefore, please only contact the surgery after **5 working days** have elapsed.

Mental Health Week

The practice ran a drop in Mental Health event in collaboration with Health Improvement Services on May 17th. The health improvement team felt this was a very successful event with 90% of the attendees coming in to speak to them making a special visit to the practice for advice and information.

Public Holiday Information

The next public holiday is Monday 15th July. If you need any medical help when the surgery is closed, please call 111 and in the event of an emergency, call 999.

PPG Meeting.

Our meeting with the PPG was held on the 19th June 2024.

The next meeting will be held on 28th August 2024.

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Thank You to Our Patients

We would like to thank all our patients who have taken the time to leave reviews on our AskMyGP platform, send cards, chocolates (always appreciated), flowers and general positivity our way over the last while. It is always appreciated. We welcome feedback to either celebrate our successes or to learn from and make improvements.

Thought for the Month

Save 1 life, you're a hero

Save a hundred lives,
you're a nurse

Update on private healthcare:

Patients can opt to seek care privately and this can be done directly with the provider, whether at home or overseas. We would want to ensure patients are aware that follow up tests, aftercare and prescriptions are the responsibility of the private healthcare provider and not the practice and will incur costs. In line with our General Medical Services contract, we are not under any obligation to follow any requests from private health care providers.

Reminders:

The practice is closed between 1pm & 2pm daily. During this time, telephone calls should be for emergencies only.

If you have put a request through AskMyGP, please do not call to enquire if we have received it.

Please ensure you have given us all of your contact details i.e. landline, mobile and email address.

Results

Patients who require a copy of any medical results or records must complete a Subject Access Request, access to this can be found on the Alba Woodstock website. Requests can also be made via email, Ask My GP or by letter – these should be highlighted as Subject Access Request. Request forms will also be made available at reception.

In May and June, a total of 27 hours of GP appointments were not attended by patients. This results in longer waiting time for other seeking care.

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Subject Access Request's (SARs)

Patients who require a copy of any medical results or records must complete a Subject Access Request, access to this can be found on the Alba Woodstock website. Requests can also be made via email, Ask My GP or by letter – these should be highlighted as Subject Access Request. Request forms will also be made available at reception. This is as a result of GDPR to ensure data protection governance and the process is set out by the Information Commissioner's Office (ICO). There is a timescale afforded to complete, one month. However, we try to process simple requests, such as one off results, more quickly if possible and workload allows.

There are no costs for SARs

Health & Wellbeing Fayre

Save the Date

Saturday 7th September 2024

11am – 3pm

The PPG are progressing with plans to hold an event in Lanark with 19 organisations confirming attendance.

Further details of this event will be published and advertised nearer the time but get your diary out and look out for more information coming your way.

Unacceptable Actions Policy – Incident at Woodstock 03/07/2024

We would like to ensure all our patients are aware of this policy [Unacceptable Actions Policy - Woodstock Surgery \(woodstockmc.co.uk\)](#). Our organisation is committed to upholding NHS Scotland's Zero Tolerance policy, which aims to provide a safe workplace where staff can work without the fear of intimidation, threats or assault from ANY person. An incident occurred recently which put our staff and patients at risk and resulted in the Police being called and a charge being made. This also resulted in the patient being removed with immediate effect from the practice list. We will not tolerate any behaviour or language which causes staff to feel offended, afraid threatened or abused

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May Dashboard Figures

3875 Telephone Calls

This is the number of telephone calls that were answered in May. This reflects the number of patients now using askmyGP

4985 Appointments

Throughout May, our practice team provided 4985 appointments face to face, over the phone, within the care home or in the patient's own home.

24,326 Prescriptions

This is the total number of prescriptions issued for our patients in May. This includes 4237 acute, 20086 repeats and 3 serial prescriptions.

7613 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.

165 Fit Notes

were completed during May

53 Home visits

We saw 53 patients at home or in a homely setting.

344 Referrals

We sent 344 referrals for our patients.

51 Appointments were missed

In May 51 appointments were not attended by patients, resulting in a loss of 12.75 hrs of clinical time that could have been used by other patients

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June Dashboard Figures

3488 Telephone Calls

This is the number of telephone calls that were answered in June. This reflects the number of patients now asking askmyGP

4178 Appointments

Throughout June, our practice team provided 4178 appointments face to face, over the phone, within the care home or the patient's own home.

20,544 Prescriptions

This is the total number of prescriptions issued for our patients in June. This includes 3927 acute, 16616 repeats and 1 serial prescriptions.

7214 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.

115 Fit Notes

were completed during June

29 Home Visits

We saw 29 patients at home or in a homely setting.

328 Referrals

We sent 328 referrals for our patients.

57 Appointments were missed

In June 57 appointments were not attended by patients, resulting in a loss of 14.25 hrs of clinical time that could have been used by other patients.