

# Woosehill Patient Newsletter

## Welcome to our first newsletter!

This newsletter is produced jointly by the Practice and the Patient Participation Group (PPG). Our aim is to improve communication and keep you informed.

Issue 1, October 2016

### New Appointment system: What patients think

After a new appointment system was introduced in February 2016 to tackle surgery fears that high patient demand was putting the safe delivery of primary care services at risk. A survey was carried out in July for patient feedback on the new system. We would like to thank everyone who took part in our survey about the changes in the appointment system.

Both Surgery staff and PPG Members are convinced the outcome will be an improved service to the Woosehill patient community in the weeks and months ahead. To read the results please either visit our website or view the PPG notice board in the waiting room.



### THE FLU SEASON IS NEARLY HERE

**Appointments** can now be booked for flu vaccinations if you are on the at risk register, 65 and over, pregnant, or a carer

#### Adults

Sat 1<sup>st</sup> October 09:00 – 13:00  
Sat 15<sup>th</sup> October 09:00 – 13:00

#### Children

Sat 8<sup>th</sup> October 09:00 – 13:00  
Sat 5<sup>th</sup> November 09:00 – 13:00

### Patient on-line Access



Woosehill Medical Centre is pleased to provide Patients with access to its Clinical System via a Secure Web Interface.

Like a majority of GP practices today, we already offer online services for appointments and repeat prescriptions, we can now offer coded information including test results and medical information.

You will need to come in to the surgery to register with your photo ID. For patients that have already got access to appointments and prescriptions you will also need to register for the enhanced service.

### Surgery Hours

- Monday to Friday  
08:00 – 18:30
- 2 x Saturday mornings  
a month by appointment

Telephone consultations

- Monday – Friday (not Wed)  
07:30 – 08:00  
18:30 – 19:00
- By appointment only

Woosehill Medical Centre, Fernlea Drive, Woosehill, Wokingham, Berks RG41 3DR

Tel: 0118 978 8689 [www.woosehillsurgery.co.uk](http://www.woosehillsurgery.co.uk)

# HOW WILL YOU QUIT?

Find the support that's right  
for you. [Search Stoptober.](#)

**STOP TOBER**

BECAUSE THERE'S ONLY  
**ONE YOU**

There are more ways to quit smoking than ever.  
Find one that is right for you by booking an appointment with our  
FREE smoking cessation clinic.



## ARE YOU A CARER or YOUNG CARER?

A **carer** is somebody unpaid who cares for a friend/partner,  
neighbour or family member who is over 18 years of age.

Part of the difficulty in reaching those in need of help has  
been carers who rarely identify themselves as a carer  
when they are mostly someone's mum, or someone's  
sister, or partner.

A young carer is under 18 who is most likely to provide care for a  
parent, grandparent or a brother or sister.

The person they care for usually needs support due to their age,  
illness, disability, substance misuse or mental health problems  
and couldn't manage without this help

**If this sounds like you, register at Reception and pick up a  
leaflet to see what help is available.**

## How can I get involved as a patient?

Join our Patient Reference Group (PRG)

PRG members are encouraged to give their  
views about the practice and the services it  
offers by taking part in occasional surveys.

## I'm interested. How can I join?

Visit our website to complete the form  
or collect one from our Reception Team

## WHO'S WHO at the Surgery

### Our Doctors

Dr Mark Lee  
Dr Richard Bishop  
Dr Reeta Dhunna  
Dr Gaynor Poppstone  
Dr Aradhana Sharma  
Dr Peter Rubin  
Dr Lindsey Bluett  
Dr Clare Tong  
Dr Karen Fairey (returning November)

### Our Nurses

Sarah Bailey – Nurse Practitioner  
Sarah Robb  
Caroline Buswell  
Angela Long  
Kathie Lillie  
Shelley Search

With high demand for appointments and  
difficulty with GP recruitment, we have  
experienced a difficult past 12 months.  
The Surgery thanks you for your patience.

We are also pleased to report that with  
two doctors returning, the doctor/patient  
ratio will then be within the NHS England  
guidelines

\*\*\* Would you like to receive appointment reminders on your mobile? Sign up for our text messaging service with reception \*\*\*