

# Redwood House Surgery Patient Newsletter

JULY 2022

Welcome to our latest patient newsletter, we hope you find it informative.

We are currently recruiting new members to the Redwood House Surgery Patient Participation Group (PPG).

The PPG holds meetings 4 times a year, provides feedback on our services, organises the patient survey and helps at surgery events. Please speak to a member of staff if you are interested in joining the patient group.

This newsletter gives you an current overview of Redwood House Surgery, we aim to produce a bi monthly newsletter and we welcome your suggestions about what features you would like.

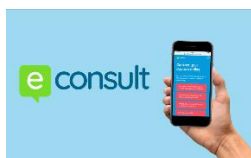
## Redwood House Surgery website

We launched our new website in February this year and we are still tweaking and updating the information as best we can. It is user friendly and contains lots of useful information about Redwood House and advice when you are unwell. Please visit.

[www.redwoodhousesurgery.co.uk](http://www.redwoodhousesurgery.co.uk)

The screenshot shows the Redwood House Surgery website homepage. At the top left, the logo reads "Redwood House Surgery" with the tagline "Supporting You And Your Family To Stay Well". To the right is a navigation menu with icons for HOME, LANGUAGE, OPENING HOURS, LOCATION, and CONTACT US. A yellow banner below the navigation contains a "Heatwave Warning - Temperatures expected to soar which may pose health risks. Read NHS advice on how to cope in hot weather." Below this is a large banner for "HEALTHIER TOGETHER" with the headline "WORRIED ABOUT YOUR CHILD ?" and text encouraging users to visit the website or download the app. At the bottom of the banner are buttons for "Visit the Website", "Download on the App Store", and "GET IT ON Google Play". Below the banner is a "Quick Links" section with seven colored buttons: E-Consultation Online (blue), Book Appointment (pink), Repeat Prescription (green), Sick/Fit Notes (yellow), Test Results (orange), Join the Practice (dark blue), and COVID-19 Information (light green).

## E Consultation Online



You can submit an E consultation via the surgery website.

Submitting an online E consultation enables you to contact your GP surgery over the internet. It saves you time waiting for an appointment, ringing the surgery, or going in person to the surgery.

You can tell your GP about your health if you are feeling unwell, request an extension to a sick note, discuss an admin query or ask for advice.

You will receive an automatic response directly from the E Consultation service confirming it has been received by Redwood House Surgery.

Your E Consultation will normally be triaged appropriately the same day or within 24 hours of receiving it (except weekends)

You will then receive an advisory text or telephone call from one of our surgery team in response to your E Consultation. We will offer you a telephone call or a face-to-face appointment with an appropriate clinician, ask for further information or if we have actioned and completed your online E Consultation we will inform you.

Online consultations are ideal for non-acute medical problems, extensions to sick certificates, physio enquiries or muscular pain and general admin requests.

The E Consultation online service is open from **8am to 4pm, Monday to Friday, but is closed on public holidays and weekends available through our website [www.redwoodhousesurgery.co.uk](http://www.redwoodhousesurgery.co.uk).**



## Surgery telephone system

We have moved to a new telephone system in January 2022 this year, you may have noticed our receptionists now wear headsets.

The new telephone system enables the surgery team to respond to telephone demand and requests more efficiently. The system informs the caller what number they are in the queue and allows the caller to request a call back from the receptionist later that same day for non-emergency requests.

When you are in the telephone queue, you will be given the option to press 1 for a call back and one of our team will call you back later the same day. Please note this is not for medical emergencies or urgent requests.

## Patient Online Access



Using Apps and online services such as the NHS App or the patient access connects you to Redwood House Surgery. You can access your blood test results, order repeat prescriptions, see parts of your medical record including immunisations and allergies.

If you order repeat prescriptions, this is the simplest and quickest way to request your prescription as everything is electronic from your request, to the GP and onwards to a pharmacy of your choice.

You can also speak to the reception team who will give you PIN number to use for patient access and talk to you about the service.

## Surgery Appointment System

We regularly review our appointment system and change it in line with demand, the Covid pandemic has certainly changed the way in which we work.

We will change the appointment system in order to deal with healthcare demand in a safe and efficient way of working for staff and patients. We offer a range of appointments to accommodate patient healthcare needs.

- **Emergency on the day appointments** - This is for the unwell patient who requires acute treatment the same day. You will be offered an appointment earlier in the day.
- **Same day appointments** – We have limited amount of same day appointments.
- **Same Day appointment at Marks** – Surgeries in Maidenhead work together to offer a range of same day appointments at St Marks such as GP, Nurse Practitioner, Nurses, and Physio. Your consultation at St Marks will be saved to your Redwood House medical records.
- **Routine Pre-Bookable** – We offer appointments up to 4 weeks in advance.
- **7.30am Nurse and 6.30pm GP Pre Bookable Appointments** - ideal for workers.
- **Minor Illness Nurse** – Nurse Sally can consult with you for minor illnesses.
- **E Consultations** – An alternative to calling the surgery with a quick response.
- **Practice Physiotherapist** – Our in-house Physio will triage your condition firstly and can do onward referrals or refer you back to our GP.
- **Practice Clinical Pharmacist Hanna** – She will consult you about medications, your annual medication review, and chronic illness/conditions to support you.
- **St Marks evening and weekend pre bookable appointments** – Ideal for workers, available by booking through the Redwood House reception team.
- **Social Prescriber Ana** – Will socially support you and link you with many local services.
- **Health and Well-being Coach Lisa and Deepa** – Help you to lead a healthier lifestyle, mentally and physically.

### Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team, and it has been agreed they should ask patients 'why they need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive the most appropriate medical care from the most appropriate health professional at the most appropriate time.

**Do I need to be seen face to face?** No, not all appointments need to be face to face. We offer a range of appointment types that include a telephone or video call, a clinician or team member may ask you to submit a E Consultation, or you may be offered a consultation with one of our clinical team such as our clinical pharmacist, in house physio or minor illness nurse.

**Why can't you tell me exactly what time my telephone appointment is?** We are still dealing with a high number covid cases resulting in a greater need for emergency appointments that take a longer appointment time to treat the patient. We try to keep to time but this is not always possible if the clinical team have to deal with requests from Paramedics or consultants or very poorly patients at home.

**If you would like to be emailed a future copy of our newsletter, please give consent by giving your name and email address to a member of staff or the PPG or visit our website to download.**

**On behalf of Redwood House Surgery Team**