

# REDWOOD HOUSE SURGERY

## PATIENT PARTICIPATION GROUP NEWSLETTER

Spring 2013

Welcome to our first newsletter which aims to keep you informed with both routine information and news items that affect the practice and the services provided. We hope you find it useful.

### **STAFF CHANGES**

Dr Sidery and Dr Hodson (partners) are delighted to announce that Dr Aisha Ahmed will be joining Redwood House as a partner. Dr Ahmed will be starting in June 2013 working 4 days a week. Dr Sally Middleton will be staying to work 2 sessions a week and help with holiday cover.

### **SURGERY HOURS**

There are morning and evening surgeries every weekday from Monday to Friday. Please telephone or visit the surgery between the hours of 8am and 6.30pm to make an appointment. Urgent cases will always be fitted in if the surgery is fully booked, please telephone the surgery and an allocated time will be given to you. This system enables us to plan our work and extend surgeries to meet demand.

We offer extended hours with a Practice Nurse on Monday, Tuesday & Wednesday morning from 7.00 - 8am and Friday 7.30am - 8am. If you would like one of these appointments please contact the surgery.

### **OUT OF HOURS**

Out of Hours is now changed to 111

When the surgery is closed and you need medical help please call the surgery on 01628 826227 and there will be a voice message about how to contact 111. You can also use the NHS Choices website at <http://www.nhs.uk> to find local health services.

### **REDWOOD HOUSE PATIENT PARTICIPATION GROUP**

The group consists of patients and practice members who meet 4 -5 times per year.

The aim of this group is to gain patient views to develop a structure which enables the practice to obtain feedback from the practice population and be involved in the Local Patient Participation Network for Windsor, Ascot and Maidenhead.

The group attempts to have a broad representation of the practice population with gender, age and ethnicity. Look out for the notice board coming soon to the surgery.

The group conducted a recent patient survey and you can see the results and feedback on the new Redwood House website (see below).

The group would welcome new members so if you are interested please contact Liz Haynes, Redwood House Practice Manager. ( [liz.haynes@nhs.net](mailto:liz.haynes@nhs.net) )

### **NEW PRACTICE WEBSITE AND EMAIL**

The practice has a brand new website which you will find at <http://www.redwoodhousesurgery.co.uk> (why not add it to your favourites).

The website gives access to a wide variety of useful information including *the practice team, surgery times and links to other NHS websites.*

Please take the time to have a look and feedback your views and comments through the website.

If you would like to contact the surgery in writing rather than telephone the surgery email address is [redwood.house@nhs.net](mailto:redwood.house@nhs.net).

### **REPEAT PRESCRIPTIONS**

Alongside the current ways of ordering repeat prescriptions you can now do this via the new website.

### **CANCELLING APPOINTMENTS**

The Patient Survey identified appointment availability as an issue. From the data issued over the last six months for a typical month of about 2500 appointments, 100 patients did not attend and did not cancel. This obviously restricts other patients from being offered appointments they require so please remember to cancel your appointment if it is no longer required.

### **CONTACT DETAILS APPEAL**

*Please please* update the surgery on any change to your details, especially telephone numbers and change of address.