

# REDWOOD HOUSE SURGERY

## PATIENT PARTICIPATION GROUP NEWSLETTER

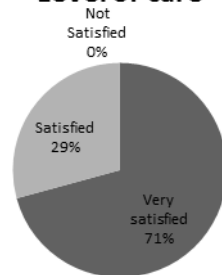
Spring 2014

If you would like more information on Redwood House Patient Participation Group or would like to join the group you can contact Julie Hart on 01628823029 or Email [Juliehart1956@googlemail.com](mailto:Juliehart1956@googlemail.com)

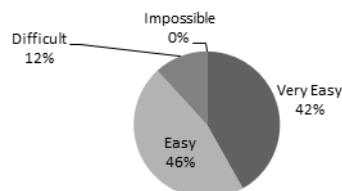
### SURVEY RESULTS

108 patients completed the 2013/2014 survey. You can review the full results and comments on the surgery notice board and on the website <http://www.redwoodhousesurgery.co.uk>. Overall the feedback was very positive as seen in the examples below.

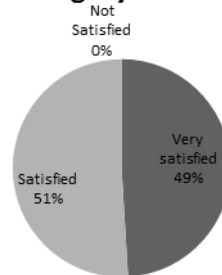
#### Level of care



#### Ease of making appointments



#### Surgery Hours



More than half of those who responded expressed a positive interest in on line booking/cancelling of appointments. This is now available – you will need to contact reception to obtain a username and password which will give access to the booking system.

### EXTENDED OPENING HOURS

#### Doctor

Tuesday morning	Dr Ahmed	07.20 – 08.00
Tuesday evening	Dr Sidery	18.30 – 19.10
Thursday evening	Dr Hodson	18.30 – 19.10

#### Nurse

Monday morning	Lynn Pucill	07.00 – 08.00
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### STAFF CHANGES

The practice welcomes Mary Barrett who has joined as a receptionist replacing Margaret Pritchard who recently retired.

### OVER 75?

In line with the GMS contract patients aged 75 and over will be receiving a letter confirming their named GP who will take lead responsibility for their care.

### EASTER RAFFLE

Thank you to everyone who bought tickets and to those who helped organise the Easter Raffle. We were delighted to be able to donate £82.00 to the Thames Valley Hospice, our chosen charity.

### BLOOD TESTS

A reminder that blood tests can **only** be booked with Kate, our phlebotomist, and not with the practice nurses unless by prior arrangement.

### REPEAT PRESCRIPTION

From 1<sup>st</sup> June 2014 please allow 72 hours for repeat prescriptions.

### CANCELLING APPOINTMENTS CONTINUING APPEAL

The number of unattended appointments continues to be high. **PLEASE PLEASE** if you no longer need your appointment then remember to cancel it.

### CONTACT DETAILS CONTINUING APPEAL

*Please* update the surgery on any change to your details, especially telephone numbers and change of address. You can do this on the website or contact the surgery.