

REDWOOD HOUSE SURGERY

PATIENT PARTICIPATION GROUP NEWSLETTER

Winter 2014

THE PATIENT PARTICIPATION GROUP IS URGENTLY LOOKING FOR SOME NEW VOLUNTEERS.

Redwood House has an active Patient Participation Group but are always looking for patients of all ages and ethnicities to join us either by attending meetings at Redwood House Surgery 4 -6 times per year or as a virtual PPG member participating via the Internet. The group is also an active member of the Windsor, Ascot and Maidenhead PPG group where information and ideas are shared with other local practices.

The Patient Participation Group (PPG) represents the patients and responds to the Practice's services from the patients' point of view. With the help of a PPG, the Practice will aim to improve patient services and enhance the care and welfare provided.

If you would like more information or would like to join the group please contact Julie Hart on 07714330555 or email juliehart1956@googlemail.com

TOUCH SCREEN

The surgery has a new touch screen facility allowing you to register that you have arrived for your appointment. Please take the opportunity to try this the next time that you visit the surgery. You also have the opportunity to check your contact details. This frees up reception staff to answer calls

BOOKING APPOINTMENTS ONLINE

You can now book/cancel appointments on line using the patient access system. You will need to get an access code from reception to sign in to the system and then follow the link from the surgery website

<http://www.redwoodhousesurgery.co.uk>

CHRISTMAS OPENING HOURS

Christmas

Monday 22 nd December	8am-6.30pm
Tuesday 23 rd December	8am-6.30pm
Wednesday 24 th December	8am-1pm
Christmas Day	Closed
Boxing Day	Closed

New Year

Monday 29 th December	8am-6.30pm
Tuesday 30 th December	8am-6.30pm
Wednesday 31 st December	8am-1pm
New Years Day	Closed
Friday 2 nd January	8am-6.30pm

If you require medical assistance at a time when the surgery is closed please call 111. This is free from both landlines and mobile phones.

Friends & Family Test

We would like your feedback on the care or treatment we give you when you visit the surgery. Please fill in the short questionnaire either on our touch screen, on our website or fill in a paper questionnaire. PLEASE ASK AT RECEPTION

FLU JABS

If you are in a vulnerable group (over 65, pregnant, neurological disease, diabetes, heart disease, weakened immune system, liver disease, kidney disease, pregnant, respiratory disease) and have not had your flu jab yet please book an appointment with a nurse as soon as possible.

CANCELLING APPOINTMENTS

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