

Woodlands Park Health Centre

www.wphc.org.uk | Main line: 0191 2362366
Prescription line: 0191 2365805 | Email: wphc@nhs.net

Welcome to Woodlands Park Health Centre Patient Newsletter Oct 2018

Online Patient Group



We believe that involving patients in reviewing the care we provide helps the practice to provide better services. We are inviting patients to join our online patient group to receive newsletters and occasional short surveys via email. **To join, please complete the form on our website and hand in to reception.**



Don't miss out on your
Flu vaccination this year!



**Woodlands Park
Health Centre
WALK IN FLU CLINIC
9am – 12 noon**



**Saturdays
27 October &
10 November**

It that time of year again...

Make sure you protect yourself and those you care for by getting your flu vaccination. This is free for patient at risk above 16yrs old and all patients aged 65 and over. Speak to reception today.

Extended Hours

From 10 October 2018 we will endeavour to offer nurse and GP appointments most Wednesday evenings up to 8pm. This service is open to all patients registered at Woodlands Park and at Wideopen Medical Centre.

To speak to reception call 0191 2362366 and hold

To use the automated system call 0191 2362366 option 1 (PIN number needed)

To order your prescription over the phone call 0191 2365805

To speak to the District Nurses call 0191 2380044

Outside of opening hours please call 111 for advice

In emergencies please call 999

Meet the team

Our clinical team members are Dr Alan McCubbin (male), Dr Amy Hilton (female), Dr Helen Whiteman (female) and Dr Anjum Kaura (female), Dr Lisa Sayles (female), Practice Nurse Joanna Wagget and HCA Lynda Saint. We also host physiotherapy, retinal screening, foot care, and dressings clinics in the surgery. We are a training practice and welcome junior doctors on placement from Newcastle Hospitals throughout the year.

What you said, what we did...

Appointments

We now offer evening appointments once weekly where possible and are actively recruiting to expand our excellent clinical team.



Speaking to us

In response to patient feedback we have changed our telephone processes to enable us to deal with the extremely high level of calls we receive. We are now responding to 21% more calls enabling us to improve the service we offer. Patients are also able to order prescriptions 24 hours a day.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

Unfortunately on a monthly basis an average of 21.5 hours of GP and nurse time is wasted due to missed appointments at our surgery. Help us use NHS resources wisely by cancelling appointments you don't need.

Did you know you can make and cancel appointments online via our website? Register for this service the next time you are in the surgery (ID required).

Carers... if you are looking after someone, who is looking after you?



We know that caring for someone can be very rewarding but it is also very important to look after your own health and well-being. We can refer you to a voluntary organisation for expert information and support.

If you rely on the help of a partner, relative, friend or neighbour we can also offer them support. Ask your GP or Practice Nurse about the support we offer for carers on your next visit.

ZERO TOLERANCE

NHS staff should be able to come to work without fear of violence, abuse or harassment from patients or their relatives, whether in person, by phone or online. The NHS is committed to dealing with this problem.

Please do not post any derogatory or abusive comments on social media as this could be in breach of our zero tolerance policy and result in removal from the practice list.

We always welcome patient feedback and encourage you to contact the Practice Manager with any concerns you may have.