

Newsletter



Woodlands Patient participation Group

Issue 5

May 2016

Your GPs

Dr J. Slade
Dr J. Robinson
Dr D. Garg
Dr S. Hassan
Dr Tawfiq
Dr J. Found
Dr. N. Chaudhry

Your Practice Management

Sharon Leonard
(Manager)
Brenda Brackenbury &
Michelle Marshall (Deputy
Managers)

Your PPG

Doug (Chair Person)
Sharon (Practice manager)
Brenda & Michelle
(Dep. managers)
Elizabeth (Dep. Chair)
Naseem (Member)
Mike (Member)
Anne (Member)
Derek (Member)
Ian (Member)
Christine (Member)
Jennifer (Member)
Andrew (Member)

A lot has happened since our last newsletter so we thought it would be worthwhile to briefly mention a couple of the major points.

Probably the most important was that in November the Care Quality Commission (CQC) carried out an assessment of Woodland FMC and their findings were that the service offered at Woodland FMC was **Good**

The main areas assessed were :-

Are services safe? Result **Good**
Are services effective? Result **Good**
Are services caring? Result **Good**
Are services responsive to people's needs? Result **Good**
Are services well-led? Result **Good**

The above is just an overview of the findings so if you'd like to know more then please visit the Woodlands website to view the complete report for yourself.

Moving on the practice has maintained its commitment to improving the patient experience and a couple of areas where patients should have noticed changes are:-

- 1) The various accommodation reorganisations. These changes have been carried out in order to make more effective use of the various rooms / space.
- 2) Patients will have also realised that the practice has changed the telephone access in an attempt to reduce the frustration of the engaged tone when phoning first thing on a morning. The new phone system appears to be working but both the practice and WPPG would like to stress that patients must listen to all the options and not simply select the first option.

Advance notice WPPG will be carrying out its next survey (date as yet not confirmed possibly over 2 weeks in May) so if you're attending the centre when this is being carried out please assist us. Your responses are very important as they enable us to produce data that we can share / discuss with the practice.

Finally WPPG would like to remind everybody about the NHS Friends and Family test, this short survey can be accessed via the Woodlands web site and or by requesting a paper copy from the reception. Please remember you can complete this survey each and every time you attend the practice

We are always interested to know what patients think although we are NOT a vehicle for dealing with complaints, the correct channel for these is through the Practice Manager.

You can email us on ppg@woodlandsmedical.co.uk or leave a message with reception. If you see us in the waiting area please feel free to talk to us if you wish.

Contacts

Practice : 01642 607398
Out Of Hours: 111
WPPG: Email:
ppg@woodlandsmedical.co.uk