



### WOODLANDS PATIENTS VOICE (WPV)

WPV, the Patient Participation Group meets bi-monthly at the Practice, to promote communication between patients and the Practice. The group are also involved in raising patient awareness of the medical care and support available from the Practice. Membership of the group is open and free to all patients and staff of the practice. Patients can either attend the meetings or submit comments or queries for discussion by the group either online or by using the comments box available in the surgery.

The group participates regularly in the annual flu clinic, organising Christmas gift boxes for the local food bank, input into the Friends and Family survey and supporting health education events.

Contact the group at : [woodlandspatientsvoice@hotmail.com](mailto:woodlandspatientsvoice@hotmail.com)

### SELF CARE HUB

Since the last issue of the Newsletter **Judith Whistler from the Self Care Hub** attended a WPV meeting to raise awareness about the service which is funded by the Clinical Commissioning Group (CCG) and is based at Ashfield Health Village in Kirkby. The service aims to support patients in Newark, Sherwood, Mansfield and Ashfield. The service provides (mainly telephone) information and signposting about services in the community for anyone aged 18 years and over. The self care hub's remit is to support health and wellbeing for socially isolated / lonely patients.

The aim is essentially about promoting self-care by advising on services and encouraging patients to take responsibility for their own health. Patients are given time and an opportunity to speak to a professional in order to establish what their needs are. These needs may include a range of issues such as accessing benefits/financial support. The service can provide details of befriending/ friendship groups/craft groups to improve the overall mood of patients

A survey done on voluntary services in recent years indicated there are 4600 + services out there and the Self Care Hub team are widely networking to find out more about them, to hold the information centrally for patients to access.

A copy of the 2016 Self Help Groups booklet is available in the waiting area.

### Nosey Parker !

**Staff name:** Joanne Waterfield  
**Favourite subject at school:** History  
**Any pets:** Freddie—My Dog  
**Best holiday destination:** Turkey  
**Music choice:** Everything especially Radio 1  
**Favourite Meal :** Homemade Meatballs

**First Ever Job:** Shop Assistant (Fruit & Veg)  
**Favourite Film:** My Best Friends Wedding  
**Last Book you read:** Girl on the train  
**Beans or peas:** Beans  
**What inspires you:** My family



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### Issue One

Spring  
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## Woodlands News

Woodlands Medical Practice,  
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 Visit [www.woodlandsmedicalpractice.co.uk](http://www.woodlandsmedicalpractice.co.uk)



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### From the Editor...

A warm welcome to the Spring 2017 issue of the Woodlands newsletter.

The last year has been a very challenging but rewarding time for the practice. In response to patient comments we have extended our working day to offer early appointments for workers and have made more appointments available on line amongst other changes, all against a backdrop of NHS budget restrictions and harsh targets to be met.

However, the team start 2017 on a very positive note and feeling celebratory, having achieved an **Outstanding rating from the Care Quality Commission (CQC)** - see page 2 for details !

As always, we hope you find this newsletter interesting and informative and we would welcome your feedback and suggestions for future content.

A big thank you to WPV member Bob for his help and input in to this issue.

### STAFF CHANGES

Since the last issue of the practice newsletter, we have some new members in the team :-

**Full time Associate GP - Dr Natasha Russell;**  
**GP Registrars Natalia Mulhern and Louise Clarke;**  
**Receptionists Amy Pedley and Joanne Waterfield and Business Admin Trainee Chloe Smith.**

**GP Registrar Kesar Hussain and F2 Doctor Katie Roth join us from 1st April.**

### Practice Closures

#### Education

The Practice is closed **one Wednesday afternoon of the month** in order for staff to be involved in monthly education events for practices across Mansfield and Ashfield.

The Education session is usually held on the **fourth Wednesday of the month** unless moved to accommodate Bank Holidays.

The surgery will be closed from 12 noon on the following dates:

**Wednesday 22nd March**  
**Wednesday 26th April**  
**Wednesday 17th May**

#### Bank Holidays

The Practice will be closed for the following Bank Holidays

**Good Friday 14th April 2017**  
**Easter Monday 17th April 2017**

When the surgery is closed you can call the free NHS 111 service for health advice

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### Register for GP online services now

Access to on line services gives you an opportunity to take greater control of your health and wellbeing, offering you another option for accessing GP services at a time that is convenient to you. By registering for this service you will be able to book routine appointments in advance, order repeat prescriptions and view some elements of your medical record on line. In order to keep your data safe there is a robust registration process which includes ID verification.

Ask about online services at reception where staff will be able to assist you with any information you may need or to find out more visit [nhs.uk/GPonlineservices](http://nhs.uk/GPonlineservices)

# OUTSTANDING ACHIEVEMENT CARE QUALITY COMMISSION (CQC) INSPECTION OF WOODLANDS MEDICAL PRACTICE

We are delighted to announce that Woodlands Medical Practice have been awarded an **OUTSTANDING** rating following an inspection by the Care Quality Commission.

We are really pleased for the whole practice team that the hard work we have performed at the practice over the years has been recognised by the CQC. The rating of outstanding is seldom awarded and we are proud to be the first practice in Ashfield to be awarded this distinction. We must acknowledge our previous partners, Drs Robertson, McKenzie and Creedon, who worked hard to establish the ethos of the practice to give consistent high quality patient care. The next generation of GP's here at the practice are striving to continue this in an increasingly challenging environment. A special thank you goes to Dr Pound who worked incredibly hard (and a lot of extra hours !) in preparing us for the inspection day.

As evidenced by national surveys a very high proportion of our patients are very appreciative of the work we perform and recognise that our staff will often go above and beyond to help them. We would wish to acknowledge the support of our Patient Participation Group who were involved leading up to and on the day of the inspection.

Whilst acknowledging that our rapidly growing list size may cause potential challenges in future, we hope that our culture of innovation, openness, safety and quality as evidenced during the CQC Inspection will enable us to successfully continue to improve and develop in the future NHS. The Woodlands Team are honoured to receive this recognition.

The way in which the CQC rated the practice is a combination of what they found when they inspected, information from external monitoring of data about the services Woodlands provide, information from the practice, patients, the public and other organisations.

These findings are broken down in the following way:

<b>RATINGS</b>	
Overall rating for this Service	<b>OUTSTANDING</b>
Are Services effective?	<b>GOOD</b>
Are Services Safe?	<b>GOOD</b>
Are services caring?	<b>OUTSTANDING</b>
Are Services responsive to people's needs?	<b>GOOD</b>
Are Services well led?	<b>OUTSTANDING</b>



- SERVICES FOR SPECIFIC PATIENT GROUPS**
- Older People
  - People with long term conditions
  - Families, children and young people
  - Working age people (Including those recently retired and students)
  - People whose circumstances may make them vulnerable
  - People experiencing poor mental health (Including people with Dementia)

- OUTSTANDING**
- OUTSTANDING**
- OUTSTANDING**
- OUTSTANDING**
- OUTSTANDING**

- THANK YOU TO ALL WHO SUPPORTED THE PRACTICE THROUGH THE PROCESS -



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## Friends and Family Test

All Patients have the opportunity to report on a standard question (used in all practices nationally) indicating whether they would recommend the Practice to their friends and family. This is then followed by a second question (Practice specific) which will help us to improve and develop services. Please see the notice board in the waiting room, detailing patient comments and the Practice responses. The practice question changes every quarter, so it's worth your while to fill in the form more than once and have your say!

## Supportive Care

Are you a Carer or do you look after someone who would benefit from a visit by a support worker? Or do you have physical needs which mean that your child cares for you in any way, however small.

If any of these statements apply to you, please let Susanna, our Carer's Champion know and she will make a referral to agencies who may be able to help. She will also 'flag' your notes so that other clinicians will be aware and be able to offer support to both the carer and patient.

In the Ashfield area we have a 'Young Carer's Group'. This group is for carers under the age of 18 years of age. There are monthly free social activities arranged such as swimming, bowling, ice skating etc., but we need to know who our young carers are so that we can let them know about the events.

We aim to offer a high level of support to carers and we have referred approximately 400 of our patients in the last year for carer support.

The services we can access are able to facilitate benefits support, carer's assessments, provide visiting services, telephone support, counselling, apply for Blue Badges, lifeline pendants, key safes, smoke alarms, home security checks, higher rate Disability Living Allowance where appropriate, lists of trusted trades persons in this area and much more.

Please do let us know if you would like Susanna to refer you. We would also ask that you let us know your current mobile number and your email address for ease of communication.

## Nottinghamshire Carers Hub

also offers support to our carers.

The Hub provides a confidential support service for carers of all ages, accessible via their Helpdesk on 0115 824 8824 or via email on [hub@carerstrustem.org](mailto:hub@carerstrustem.org) Hub services are available Monday to Friday 9am -5pm. More information can be found at [www.carerstrustem.org/hub](http://www.carerstrustem.org/hub)

Carers can take advantage of free [membership](#) at a local gym and have access to the gym, pool, Jacuzzi or any of the exercise classes. Register with the Hub to arrange gym membership.

## Shingles Vaccinations

The current shingles vaccination programme is available to anyone who is currently aged 70 to 73 or 78 to 80 .

Patients aged 74 to 78 will be included in the programme over the next couple of years.

The vaccine protects against the zoster virus which can be extremely painful and debilitating when it presents as Shingles.

If you think that you may qualify practice nurse appointments are available to book now.



## Pneumonia Vaccination

Everyone aged 65 and over should now be immunised to help protect them against pneumococcal infection. If you qualify, practice nurse appointments are available to book now. For further information visit

[www.immunisation.nhs.uk/pneumoccal](http://www.immunisation.nhs.uk/pneumoccal)

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