

# REDWOOD HOUSE SURGERY

## PATIENT PARTICIPATION GROUP NEWSLETTER

Summer 2013

### STAFF NEWS

Dr Aisha Ahmed joined in June of this year and has settled in working 4 days a week (**not wed**). Dr John Sidery is now working Monday, Tuesday and Wednesday morning. Dr Sarah Hodson continues to work 2.5 days a week (**wed, thurs, Fri morning**). Dr Sally Middleton will be staying to work 1 session a week (Wed pm) and help with holiday cover.

### PRACTICE NURSES

Redwood House has 2 practice nurses, Lynn Pucill and Sarah Carbonaro. Both Lynn and Sarah are available for dietary advice, blood pressure checks, wound dressings and new patient health checks. Lynn is also available for routine medication reviews and diabetic reviews. Lynn is available Monday, Tuesday and Wednesday from 7am. Sarah is also available for asthma reviews, spirometry, INR patients and from September COPD reviews. Sarah is available **Thursday and Friday**. Blood tests are also available at the practice by phlebotomist Kate McCormick who is available Tuesday

### FLU CLINIC APPOINTMENTS

You can book now for an appointment at the **flu clinics**. **First clinic** to be held on Saturday 5<sup>th</sup> October

### CONTACT DETAILS APPEAL

**Please 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.

### REDWOOD HOUSE PATIENT MEMBERS

Are you interested in finding out more about Redwood House Surgery?

Would you like to influence the development of your local health services?

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.

The group attempts to have a broad representation of the practice population with gender, age and ethnicity and would welcome new members who would be happy to meet 5-6 times per year or members who would be prepared to join a 'virtual group' communicating via an e' mail process.

If you are interested please contact Julie Hart, a member of the PPG ( [juliehart1956@googlemail.com](mailto:juliehart1956@googlemail.com)) or Liz Haynes, Redwood House Practice Manager ([liz.haynes@nhs.net](mailto:liz.haynes@nhs.net))

### HAVE YOU SEEN THE NEW PRACTICE WEBSITE?

The practice website can be found at

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

The website gives access to a wide variety of useful information including *the practice team, surgery times and links to other NHS websites*.

Please feedback your views, comments and any suggestions you may have to the surgery.

The E' mail address is [redwood.house@nhs.net](mailto:redwood.house@nhs.net).

### REPEAT PRESCRIPTIONS

You can order repeat prescriptions via the new website (see above), by fax (01628829426), at your local chemist, by post or using the drop off box in the surgery.

### CANCELLING APPOINTMENTS

A significant number of patients are still failing to cancel unwanted appointments. This restricts other patients from being offered the appointment they require so please remember to **cancel your appointment if it is no longer required**.