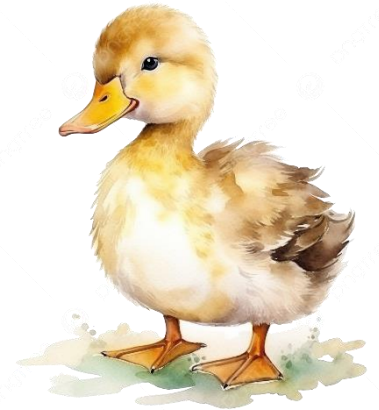


NORTHLANDS WOOD PRACTICE NEWSLETTER SPRING - 2025

**Welcome to the
Spring newsletter**



Feedback from patients is paramount towards the successful running of this Practice. Such feedback is received from numerous avenues including via the reception team, through the Family and Friends Test, comments on social media, face to face consultations and through your Patients Participation Group (PPG).

Our PPG Group meets every couple of months with a doctor from the Practice, the Practice Manager and a secretary. Ideas are exchanged and discussed and passed onto our patients via the Newsletter. We would very much like to encourage new members to the PPG particularly amongst our younger patients who could bring new ideas and “blue sky thinking” to our meetings. Our Group, at the moment, consists more of the “older” generation and some younger members would be most welcome, although it is appreciated that with work and young families, spare time is limited.

Our present meetings (traditional style around the table) only last for about an hour but going forward they can easily evolve into being on-line using the various meeting software available. Please do enquire at reception if you are interested in joining our group.



Two of the most mentioned feedback subjects are, the telephone appointment system (the 8:30 rush) and how do we use the NHS App and online access issues.



Regarding the telephone appointment system, it is worthwhile providing some insight on what has already gone on in the background before the telephone lines are even open. Each morning, before the Practice opens its doors, there is a full staff briefing on the forthcoming day's activities. This includes who is available for appointments and crucially how many consultation slots are available.

As the phone lines open, up to 5 staff take on the telephone answering role, sign-posting and making appointments. Telephone queries after this time are dealt with by 2/3 members of the team. The installed telephone system records, in strict systematic sequence, the order in which calls are received and if you choose the call back facility (highly recommended) you will not lose your place in the queue – it is that accurate. If your call is not enquiring about appointment availability for that day, then please try calling after 11am, when queue times are shorter.

For any routine enquiries (non-clinical) we would encourage you to use eConsults which can be located within the Northlands Wood Practice website. This, of course, frees up waiting time on the telephone for those patients calling at 8:30 who urgently need an appointment on that day. Some appointments can be booked via the NHS App, again freeing up the telephone system.

Since our newsletter last year outlining roles and staff within the Practice, there have been a few changes in personnel. These are:-

Dr Alex Bliss having completed all her training, has taken up the role of GP effective from 1st April 2025, replacing Dr Karen McGorry who has now retired.

Dr Arsinah Boles is now providing GP maternity cover for Dr Kate Barnes

Mr Steve Peay, our Pharmacist, will now have additional support from Ms Sarah Woodcock, Pharmacy Technician.

