

## PATIENT PARTICIPATION GROUP

Our PPG, formed in 2011, brings together patients who want to improve services for all. It's a chance to share ideas, give feedback, and help shape local healthcare.

PPG members strengthen communication between patients and staff, contributing to surveys and discussions that help us offer accessible, responsive care.

Meetings are held only a few times a year, and those unable to attend in person can still take part via post or email. Interested in joining? Ask at reception or visit our website for details.

## HOW WE USE YOUR DATA

### Summary Care Record (SCR)

The SCR is a national database containing key patient information like medication, allergies, and adverse reactions, sourced from GP records. Authorized health staff involved in your care can access it. No action is needed to share your data, but you can raise concerns or opt out.

### National Data Opt-Out

This lets patients choose whether their confidential data is used beyond their care, such as for research or planning. Patients or their representatives can set or change this choice anytime.

## YOUR FEEDBACK

If you have some feedback from your recent or past visit at Wood Lane Medical Centre we would love to hear from you.

✉ Email: [wlmc.patientenquiries@nhs.net](mailto:wlmc.patientenquiries@nhs.net)

🌐 Website: Friends & Family Test + complaints policy info available

## NHS ZERO TOLERANCE

The Practice supports the government's 'Zero Tolerance' campaign, ensuring staff can work without fear of abuse. Mutual respect between staff and patients is essential. Our staff strive to be polite, helpful, and sensitive to individual needs, understanding that they often handle multiple challenging tasks. They also recognize that ill patients may sometimes act unreasonably and will consider this when addressing misunderstandings or complaints.

## SERVICES OVERVIEW

- ❖ **NHS Health Checks:** Ask reception/HCA if eligible
- ❖ **Baby & Mum Checks:** Postnatal + 8-week baby checks
- ❖ **Minor Surgery:** Cryotherapy & steroid injections
- ❖ **Travel Clinic:** Vaccines/malaria advice – see reception or website
- ❖ **Tests Available:** Phlebotomy, ECG, 24hr BP (registered patients only)
- ❖ **Osteopath (Private):** Onsite specialist – arthritis, joint pain, headaches
- ❖ **Non-NHS Fees:** Charged for private letters etc. – see website

### WOOD LANE MEDICAL CENTRE

2A WOOD LANE  
RUISLIP  
HA4 6ER

Phone: 01895 632 677

Web: [www.woodlanesurgery.nhs.uk](http://www.woodlanesurgery.nhs.uk)

Facebook: [www.facebook.com/woodlanemedcentre](https://www.facebook.com/woodlanemedcentre)

## WOOD LANE MEDICAL CENTRE

**OPENING HOURS**  
**MONDAY TO FRIDAY: 8AM TO 6.30PM**

# OUR APPROACH TO HEALTHCARE

## QUALITY & COMPASSIONATE CARE.

Wood Lane Medical Centre is a warm and caring practice dedicated to delivering high-quality healthcare to our patients. Our team of experienced doctors, trainee doctors, nurses, and administrative staff work together to provide professional and compassionate service.

## MEET THE TEAM

### PARTNERS

Dr Steven M. Shapiro  
Senior Partner – Male

Dr Bushra Khawaja  
GP Partner – Female

Dr Shabbir Merali  
GP Partner – Male

### PRACTICE MANAGER

Nicola Falcon

### OPERATIONS MANAGER

Lisa Eeles

## APPOINTMENTS

All appointments are triaged before hand, to request help Mon–Fri, 8am–12pm please visit our website and use our BLINX platform . If you can't access digital services, our reception team can assist.

Following triage of these requests, patients may be offered a same-day, a routine appointment or a phone call. Can't attend? Please contact us asap so we can reopen the appointment. For minor illnesses like coughs and colds, we recommend visiting your local pharmacy.

## HOME VISIT REQUESTS

If you need a same-day home visit, please call before 10am. The doctor will assess if a visit or phone call is needed. Home visits are only for the genuinely housebound, as they take more time and reduce appointment availability. When possible, attend the surgery for quicker care and better facilities.

## HOW TO REGISTER

You are welcome to register at our practice providing you are within the Practice catchment area. Please seek further information on our website or with our reception team. Disabled access and facilities are available.

[www.woodlanesurgery.nhs.uk](http://www.woodlanesurgery.nhs.uk)

## BLINX QUICK STEP

- **Visit our website** and click the yellow banner
- **Select 'Get started'** and choose the option that suits your request (e.g. *"I need help with a medical problem" to contact the GP*)
- **Enter your NHS number & date of birth**, then click *Send Secure Code*. Use the link or code to access the form.
- **Fill in the form** and submit for GP review

## PRESCRIPTION REQUESTS

We're unable to accept prescription requests over the phone. Please use the NHS App, Patient Access, or submit a request via our BLINX form—these are the quickest ways to order repeat prescriptions.

If you're not able to order online, you can write your request and hand it to reception or place it in the secure box outside the surgery.

Please allow up to 3 working days (excluding weekends and holidays) for processing and GP approval. You may request medication up to 7–10 days before running out.

Prescriptions are sent electronically to your nominated pharmacy, and in exceptional cases, alternative arrangements may be made.

## HEALTH ADVICE

Your health matters—prevention and lifestyle changes like diet and exercise can make a real difference. Speak to reception to be signposted to a clinician or services like smoking cessation and more.

## CONFIDENTIALITY

All consultations and medical records are kept strictly confidential by every member of the Primary Care Team. No treatment or care will be provided without the patient's informed consent. Access to medical records is restricted to professionals directly involved in the patient's care. We do not share any identifiable patient information with external agencies without the patient's explicit consent. Patients retain their statutory rights to access their records under the Data Protection Act.