

# **IMPORTANT INFORMATION FOR ALL PATIENTS WHO ARE REGISTERED AT WOODLANDS MEDICAL CENTRE, DIDCOT**

The volunteer committee of the Patients Participation Group (PPG) is supporting the Surgery and its Patients, therefore you will not be surprised to learn that the last few months has been extremely difficult.

First and foremost those who are able to access the Woodlands website please do so as often as you are able as this is being used as **the main conduit for advising Patients** of changes as they occur.

Website address: [www.woodlandsmedicalcentre.com](http://www.woodlandsmedicalcentre.com)

The PPG members meetings have been unable to be scheduled due to the Covid-19 pandemic. The moment that they can be resumed all members will be notified.

Practice staff at all levels have been working extremely hard since mid-March. Bank Holidays were cancelled, and all staff worked those holiday periods and gave up their annual leave to make sure that appropriate staff were available. They were also having to deal with the tsunami of directives from NHS England which bombarded all Medical Practices during lockdown. Many of the usual systems which are operated by all Medical Centres, including Woodlands, have had to make on-going changes based on Government advice. Not a single member of Woodlands staff is working from home but whilst they are tired they remain resilient to the current ever changing situations.

## **NEW WOODLANDS APPOINTMENT SYSTEM**

Changes had already been made alongside the lockdown period but the pressure on appointments because of demand and PPE requirements means the system needs to be altered for patient benefit. The pressure remains high. As lockdown eased the demand has increased. The following system will be active from the 5th October:

1. The current arrangement for patients phoning with an immediate need remain. Patients will be called back by the Duty Doctor and assessment of the issue will be dealt with in the most appropriate way for the current climate: phone/face to face/telephone consult/text messaging as decided by the clinician.
2. Frustration by some patients evolves around the difficulty of arranging an appointment to see **their** GP swiftly. The NEW arrangement will be that the patient who is calling in the morning/afternoon will receive a call back from **their** GP if

available on that half day. Otherwise the patient has the option of speaking to the duty doctor that half day for urgent medical problems or waiting until the next half day their own doctor is available. Patients should therefore check the **Woodlands website** and obtain notification of Doctor's shift pattern and attendance. Patients will need to understand that doctors also have holiday and may not always be in the building when expected.

Please again refer to the Woodlands Website:

[www.woodlandsmedicalcentre.com](http://www.woodlandsmedicalcentre.com)

### **REPEAT PRESCRIPTIONS**

The swiftest way of obtaining repeat prescriptions is via the NHS app or the website.

### **FLU VACCINATION PROGRAMME 2020**

The Practice is well advanced in developing a 2020 Programme. Vaccination supplies are due during the latter part of September with a vaccination programme being prepared starting at the end of September. The practice will have inside, outside and Blewbury flu clinic. As a result of Covid-19 the practice will notify patients by text, email, or posted correspondence, inviting them to an appointment. Each vaccination will take longer now as a result of infection control measures in the Covid pandemic Appointments will be between two and four minute intervals (hopefully). Details will be on the Woodlands website shortly but are subject to change at short notice depending on as soon as possible.

The PPG Committee has also been working hard to assist at this anxious time.  
We are all volunteers.

If anyone who is a Patient at Woodlands would like to volunteer and become part of the Committee helping the Patients, Doctors and Staff at this Surgery please email the Secretary at:

[pgsecretarywoodlands@gmail.com](mailto:pgsecretarywoodlands@gmail.com)