

Woodfield Medical Centre

How we supported our patient's health care needs in February 2024.

- ❖ 3753 GP Telephone consultations.
- ❖ 3034 GP face to face or clinical minor illness appointments.
- ❖ 3727 Nurse and HCA appointments.
- ❖ 34 minor surgery procedures.


Non-attendance - 224 (3%) of booked appointments.




- ❖ 433 Hospital referral or requests for advice have been made.
- ❖ 6535 clinical documents were managed on your behalf.


20,942 appointments request or enquires by telephone answered.


Woodfield is working with the **DWP Patient Advice Service** to support patients in these areas:

 **Employment Support:**
skills, CV development, work
related health advice based on
your personal circumstances.

 Help to identify issues affecting you at work or from returning to work and offering solutions, Support with work experience and volunteering, Training opportunities.

 Benefits Advice
Entitlements & Claims

 General Support:
Empowering users to support themselves, Signpost to relevant source of support through self-help, other experts/services/providers.

 You must be at least 18 years old to use this service!

Appointments can be made through your GP practice today.

Social Media

Follow Woodfield Medical Centre on social media to keep up to date with all our latest practice information.



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New Practice Non-Attendance Policy

To battle the increase in patients not attending appointments they have booked, we are introducing a new **Non-Attendance Policy** from 1st May 2024.

Every appointment booked and not attended is a missed opportunity for another patient who could have received their medical care, resulting in longer waiting times and delays in treatment.

You can cancel booked appointments in any of the following way:

- Cancellation link on your SMS text message from the reminder for the appointment.
- Online through Patient Access or the NHS App.
- Practice email – nel.b81031@nhs.net (please include your name and the appointment details)
- Telephone – 01472 801234

You can find information about how the policy works on our practice website:

www.woodfieldmedicalcentre.nhs.uk

NHS Administration Apprenticeship

NHS apprenticeships offer routes into many of the more than 350 NHS careers through a mix of on-the-job training and classroom learning.

Woodfield are supporting the new NHS apprenticeship program for students interested in administration within the healthcare industry.

The practice has its first student starting next week to begin their first 6 weeks of placement. They will be working alongside our practice team, who will give them an insight into the day to day running of a GP practice and Primary Care. They will learn effective communication and IT skills.

Practice Updates

Woodfield now has a Musculoskeletal First Contact Practitioner working within our Primary Care Network.

Our FCP can assess patients with soft tissue, muscle or joint pain to decide the most appropriate management, without having to wait to see a GP. Musculoskeletal conditions also include; sprains, strains and sport injuries, Arthritis, spinal pin and problems with ligaments, tendons or bone.

Have you downloaded the NHS App yet?

Download the app today on any Apple or Android phone to join the millions of people managing their health the easy way!

You can order your repeat prescription book & view appointments, view your records and check your test results.

If you need help accessing or navigating the app, we will have more drop-in sessions available throughout April and May. Please check our social media pages and practice website for more details.