

**Herewith your latest news from the Woodlands Practice.**

**Travel Advice** – *Travel advice and clinics are changing* at Woodlands Medical Centre. The Practice will be running one travel clinic a week starting soon. Patients wishing to book into this clinic will need to:

- (a) access the practice website.
- (b) look at the link to find out where they are travelling to.
- (c) submit a travel health form.

All travel health appointments will need to **be booked in at least 6 weeks in advance**. If a travel health appointment is not made on time it will mean you will need to book with other providers of this service.

Advice link for travel health can be found at <https://travelhealthpro.org.uk/about>

We are anticipating that the Patient Centre at Woodlands will be available in October, and patients that do not have Internet access at home will be able to use this facility to access the Internet. More information later this month or in October.

Yellow fever vaccinations can still be booked at Woodlands Medical Centre when required, either by **[phoning in to make an appointment or by booking on line]**

**Ear Syringing** – The NHS ear syringing service is available from Woodlands Medical Centre. To access this service please book a routine telephone appointment with your GP so that a referral can be made for you.

Please note that the waiting time to be seen after referral can be up to 18 weeks, this is in line with all NHS routine hospital referrals. If you do not wish to wait private ear syringe service providers are available. Details of the various practitioners working in the locality can be found by Googling ear syringing services Oxfordshire.

**Flu Programme 2017/18** – September is the start of the flu season. Woodlands Medical Centre will be offering free flu vaccinations for all over 65-year olds and those patients under 65 who are in at-risk groups. Appointments can be made now. Please do so as soon as possible.

The flu nasal vaccination will not be available until mid-October. It will be advertised when we know the date it will start.

Flu reminder letters will **not** routinely be sent out to patients.



## Woodlands' Info Sheet



**Patient Group Meeting Update** – The next Patient Group Meeting will take place on Monday 23 October 2017. This will start at 18.30 and is expected to last till 20.00. This event is open to all PG members and patients at Woodland Medical Centre are invited to attend. Dr Adam Jones will be speaking on Studies and the Dermatology service run from Woodlands Medical Centre. If you plan to attend please let our Secretary Dermot Paddon know.

**Complaints/Comments** – Any specific complaints about the service received at Woodlands Medical Centre should be sent to the Practice Manager [robertweir@nhs.net](mailto:robertweir@nhs.net) and not to a third party such as a member of the patient group. General comments/observations may be sent to a member of the patient group, examples of this may be '*Why is ear syringing not available at the surgery?*'.

**Positive Comments** – Patients who have had a good experience at Woodlands Medical Centre can add a comment to the NHS Choices website at the link below. Recently we have received some poor feedback from patients who have arrived at the surgery too late for booked routine appointments and felt they should have been seen on arrival. We have also had a patient comment that they have had to wait for 45 minutes to see a GP when the patient had arrived 45 minutes before their appointment time. Any positive feedback patients can post on the NHS Choices website will be much appreciated.

[www.nhs.uk/Services/GP/ReviewsAndRatings](http://www.nhs.uk/Services/GP/ReviewsAndRatings)

You will need to put in your post code or use the surgery post code of OX11 0BB.

**Your thoughts and comments on any matters raised in our Info-Sheets are always welcome. Just email our Patient Group Secretary Dermot at: [joseph99dp@gmail.com](mailto:joseph99dp@gmail.com)**

With kind regards and best wishes from your committee.

**Martin Tarran-Jones, Woodlands' Patient Group Chair.**