**The Willows Patient Group Newsletter April 2025**

**Telephone Tips**

If you are calling the surgery with a complex enquiry, why not wait until after 10am when the phones are a little quieter?

Also why not use the ‘call back’ facility when you are in a queue. This will save you hanging on the phone and you will not lose your place in the queue.

**Recent Improvements**

If you have visited the practice recently, you will have seen two improvements in the reception area. Firstly there is a self-check in facility, which means that you do not have to queue up to confirm your attendance. Secondly, there is a new monitor screen in reception which will show your name and which room number to go to when the health professional is ready to see you for your appointment.



**Coming Soon - technology help**

The Willows team will soon be helping patients in the reception area to navigate their computers, tablets, and smart phones to access their NHS test results; use the E consult process; order repeat medications and much more. If you struggle with technology, staff will help you get the most out of the NHS App and the Patient Access App. You can also use the Willows website to find a pharmacy, use 111, keep up to date with health news and read The Willows Newsletter. Watch out for more information on this idea.

**Good News after CQC Inspection.**



The Willows was inspected by the Care Quality Commission in January 2025 and has received a ‘good’ score in every category of the inspection. The inspections are similar to OFSTED Inspections in our schools and they examine numerous activities that encompass the work of a GP Practice. The inspectors review evidence, speak to the GPs and other staff, speak to the patients’ group and look at online feedback. As a patients’ group, we have worked with the new team for several years and have been impressed by the commitment of all involved. We also feel listened to and have learned much about the practice, and are able to provide feedback and make suggestions on how things could be improved. Congratulations to everyone involved at the practice and we look forward to continuing improvements.

**Pride In Practice Initiative**



**Make a difference!**

Why not contribute to making a difference to the services provided by The Willows by joining the patients group? We meet once every 3 months with the Doctors and practice staff and give feedback on peoples’ experiences and make suggestions on how things could be improved. As a group we are listened to and we get involved in community events such as the planned diabetes event mentioned above. We also seek patients’ views of the services provided by conducting face to face surveys in the reception area. If you are approached, please give your views. Ask at reception for more information.

**New Patient Registrations**

At a recent Patient Group meeting, one of our patients asked if someone she knew could join The Willows if they had moved outside of the ‘catchment’ area. We were advised that the practice no longer has a catchment area or postcode restrictions. Everyone is welcome to join. There is a form available on the website for patients out of the area or you ask at reception for more information.



**New Event – Diabetes**

Your Doctors’ are currently developing an event to be held in the church hall adjacent to the practice that will focus on diabetes. There will be information on diabetes and on how best to manage your condition. Look out for further details of the event which will be advertised in the practice and on the website.

