



GP Newsletter

Woodthorpe Hospital

Summer/Autumn 2022



Hello surgeries!
My Name is Sophiea Ali and I have recently joined Woodthorpe Hospital as their new GP Liaison Officer. I have worked for Ramsay Healthcare for the last five years within various roles across the business, however now my daughter is approaching pre-school it's time for me to take on a new challenge and re focus on my career!

I am looking forward to getting acquainted with you all over the next few months, I know It's been a challenging few years within the healthcare sector during the pandemic and the demand for our services across Primary and Secondary care has never been seen to this degree before however coming together as a support network for each other as well as patients will hopefully bring us all together in being able to ensure our patients receive the care and treatments that they need.

In the meantime should anyone need any information regarding our services at Woodthorpe please feel free to give me a call and I will be more than happy to help.

Kind regards,

Sophiea Ali

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Where's Lou gone? ... Don't worry she's not left she has now stepped into her new role as Operations Manager of the hospital. This is a fantastic opportunity for Louise and we wish her every success in her new role - she will be awesome!

Our patients,

at the heart of all we do.



Friendly hospitals



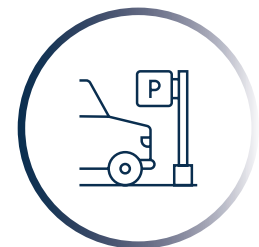
Consultant led care



Excellent infection prevention



Virtual consultations



Free, on-site parking

Woodthorpe Hospital - Who are we?

Woodthorpe Hospital is set in the heart of Nottingham just off Mansfield Road. We offer fast access to the highest standard of care, so people know they can trust us to help get better quickly. As the biggest provider of NHS procedures after the NHS you can count on first class treatment.

We offer consultant led care from some of the most well qualified and experienced specialist in their field and expertise.

Woodthorpe Hospital underwent a new makeover during COVID but unfortunately, we haven't been able to show off our new look since! However I am hoping over the next few months we will be able to host the majority of our educational evenings at the hospital where you can see for yourself what your patients will see when they arrive to us.



Bone & Joint Pain



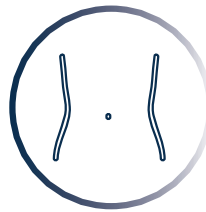
Cosmetic Surgery



Diagnostics



Ear, Nose & Throat Conditions



General Surgery



Men's Health



Skin Concerns



Shoulder



Spine and Back



Sports Injury



Podiatry



Urology



Eye Care



Women's Health



Physiotherapy



Varicose Veins



Pain Relief



Our patients are at the heart of what we do

Here at Woodthorpe Hospital we think it is vital to have the feedback from friends & family, not just all the nice stuff but also how we can improve to make our services better. However here are a few recent comments we have received from our patients:

100% of patients would recommend our Inpatient services at Woodthorpe Hospital

99% of patients would recommend our Outpatient services at Woodthorpe Hospital



Woodthorpe Hospital Awards



Congratulations!

We are delighted to announce that Woodthorpe Hospital has been awarded as a National Joint Registry (NJR) Quality Data Provider for 2021/22! **This is our 4th year where we have achieved 100%.**

The 'NJR Quality Data Provider' scheme has been devised to offer hospitals public recognition for achieving excellence in supporting the promotion of patient safety standards through their compliance with the mandatory National Joint Registry (NJR) data submission quality audit process. This is a unique award which demonstrates the high standards being met by Woodthorpe Hospital. We know that meeting these NJR targets requires a strong departmental effort, and this award is also a way for us to thank Julia Wilson - Senior HCA and all staff who have worked to achieve compliance with the registry during the 2020/21 audit year.

Staff Recognition

Huge Congratulations too both Charlotte & Danny who are our Pre Registered Nurses who have both passed their OSCE!



Charlotte Has passed her OSCE in March this year - Well done!



Danny has passed his OSCE in August. Danny also has his OET (overseas English Language test) and then he can apply for his NMC pin number. This is a huge achievement for Danny especially as English is not his first language - Well done!

Life at Woodthorpe Hospital

Heat wave

Feeling Hot Hot Hot!

From COVID to 40+ degree heat the resilience of our hospital staff is second to none during the hottest days on record!

The team were super grateful to our senior leadership team who went round delivering ice packs and ice creams throughout the day to keep the staff nice and cool which kept them smiling!



Happy 5th Anniversary

A truly exciting day for our National enquiry centre (NEC) team who have recently celebrated their 5th year anniversary. This is our dedicated call centre teams who handles all of our self-pay and insured enquiries nationwide for Ramsay.

Originally the team were based at our Springfield Hospital in Essex but have over the years expanded and we now have a second team who are based at our Woodthorpe hospital and we are super proud to have such a wonderful team on site!

Here are the team from both sites celebrating their anniversary!



Congratulations to Karen Pearson!

The team gathered to see a special award being presented to our amazing receptionist Karen Pearson - Lead Receptionist.

Karen has achieved her 20 years' service with Woodthorpe and the senior leadership presented her with a token of appreciation and to thank her for all her hard work over the years!

A true asset to Woodthorpe Hospital!

Fund Raising at Woodthorpe - Not for the faint hearted!

Shamira our MDT Co-ordinator at Woodthorpe Hospital is taking part in a charity Sky Dive! Yes you read that correctly Sky Dive! She is doing this to raise money for The Multiple Sclerosis Society, which is a charity very close to Shamira's heart as she has seen first-hand what MS does to a person. Unfortunately her original dive date had to be postponed due to the weather conditions and has now been re arranged for the end of August never the less we wish you all the best in completing this challenge and we can't wait to hear all about it!

New & Improved Services at Woodthorpe Hospital

I can't believe it's been over a year since Woodthorpe Hospital went live with a new and improved ophthalmic pathway including the new installation of the Surgicube.

The Surgicube equipment was specifically designed and developed for ophthalmic surgery. The Surgicube provides a localised, optimally filtered, ultra clean surgical environment to carry out microsurgical procedures and minor incidents, and represents the first investment of this kind in Ramsay UK hospitals!



One of our Consultant Ophthalmologist Mr Amar Alwitary commented, "In line with Woodthorpe's drive to improve services they have invested in the state of the art Surgicube to allow the development of a dedicated cataract suite. This suite allows surgeons to significantly expand their cataract service and streamline the care for their patients. As the Medical Advisory Member for Ophthalmology I am delighted with this new service and am grateful to Ramsay for the significant financial investment. I hope we can continue to offer a great and safe service to all our patients, old and new."

Most patients spend a few hours with us, making use of the newly refurbished waiting area. During this time patients complete the required administration and their eyes will be prepared for surgery. The surgery itself takes around 10-15 minutes. Follow up appointments are required with the patient's optician around 6 weeks after surgery.

The whole process is running very effectively with patients extremely pleased with the level of care provided by the Woodthorpe team.

Meet our Private Patient Team

We have a dedicated Private patient Team who look after all of our patients who either pay or use their medical insurance to fund their surgical needs. We are delighted to be recognised by all major Private Medical Insurance (PMI) providers.

Jodie Ball - Private Patient Manager (right) and Maisie Hunt - Private Patient Co-ordinator (left) are here to ensure all of our private patients have an exceptional experience and a smooth journey throughout the patient's time at the hospital.

A few of the key benefits available for our private patients are:

- Fixed Price Packages
- Finance packages
- Flexible appointments
- Reduced Waiting times
- Patient's choice of Consultant led appointments



Referring private patients has never been so easy. The Ramsay Health Care online Patient Referral system has been designed to allow you to refer private patients easily, quickly and securely to your Ramsay hospital of choice. As well as being quick and easy to complete, using the online system will also help reduce your postage costs and speed up the referral process - all in a secure, online environment.

To make a private referral, simply visit [ramsayhealth.co.uk/patientreferral](https://www.ramsayhealth.co.uk/patientreferral) and complete the short form.

Woodthorpe Hospital is equipped to receive both Private and NHS referrals. To refer NHS patients, please use the Electronic Referral System (ERS). ERS will provide all the required information regarding each Consultant and their availability.

What the team have to say about their role:

“Jodie and I love working alongside each other in the Private department, as no day is the same! Every day is a school day; we deal with different patients and insurers on a daily basis and we are always learning something new from our consultants. Anyone who knows us both, knows that's we always strive to deliver the best five-star care for our patients from the very start of their journey and we are always putting the patients' needs first. We both love working for Ramsay because of what they stand for 'people caring for people'.”

How can we help you? - Educational Seminars and Events

It's important that we all help and learn from each other within the healthcare sector and pass on our knowledge as best as we can to help others handle patients' needs more effectively. Therefore I would love to start building relationships with all of our care providers and to give something back!

I will going forward be publishing an event/seminar schedule of which you are more than welcome to attend! These will be a mixture of evening events and lunch and learns where by you will be invited to join myself and our guest consultant speakers to discuss a topic of choice and intern will be able to help give advice and guidance of the ever growing demand for health services.

For me to provide you with the information you need I would really appreciate if you could let me know what type of seminars you would be interested in so then I can tailor an educational programme to suit you! To have your say or for more information please feel free to contact me on:

Email Address: sophia.ali@ramsayhealth.co.uk | **Mobile number:** 07443 770 843

What's coming up next

Date	Time	Consultant	Event
Tuesday 18th October	18:45	Mr K Sehat	'Conditions of the Hip & Knee, and referral pathway for Osteoarthritis'
Monday 7th November	18:45	Mr Alwity	'Ophthalmology in Ten Easy Lessons'
Thursday 17th November	18:45	Mr Mann	'Lower Urinary Tract Symptoms: Primary Care Management and Top Tips'
Tuesday 6th December	18:45	Mr Alwity	'Ophthalmology protecting yourself from litigation'