

Woodstock Bower Surgery Newsletter December 2025



Welcome to Our Newsletter!

Dear Patients, Welcome to the Fourth edition of the Woodstock Bower Surgery newsletter. Here, we will share important updates on a Quarterly basis, health advice, and surgery news to keep you informed.

Practice updates

New Services – Introducing AI Emma — Coming Soon to Our Practice

We are pleased to announce that in the near future, our practice will be introducing **AI Emma**, a new digital assistant designed to make it easier for you to contact us and help streamline how we manage patient requests. AI Emma will support — not replace — our team, helping reduce phone waiting times and ensuring your queries reach the right person more efficiently.

We want to give you an early look at what's coming and how it will benefit your care.

What AI Emma Will Be Able to Do:

Answer routine questions during working hours

AI Emma will be available **only during our standard practice opening hours**. During this time, it will provide quick answers to common questions such as opening times, prescription requests, paperwork queries, and registration information.

Help with appointment-related requests

You'll be able to use AI Emma during working hours to request, cancel, or rearrange

appointments. It will also help organise reminders and confirmations to reduce missed appointments.

Initial triage and directing requests

When you contact us with a medical concern or administrative enquiry, AI Emma will ask a few structured questions to understand your needs. It will then pass the information directly to our triage doctor or administrative team so your request can be processed promptly and safely.

Support administrative tasks

By handling routine admin tasks — such as logging requests, gathering key information, and organising follow-ups — AI Emma helps free up our clinical and reception staff to focus more time on patient-facing care.

How AI Emma Will Benefit Our Patients

Reduced phone waiting times

With AI Emma handling many common queries, our team will have more capacity to answer calls that genuinely need human input. This means faster access for patients who need to speak to someone directly.

Faster processing of medical queries

AI Emma can gather essential information quickly and pass it on to the triage doctor, helping urgent cases be identified sooner and non-urgent cases handled more efficiently.

Clearer communication

By capturing information accurately and consistently, AI Emma helps reduce delays and ensures your query gets to the right team member the first time.

More time for clinicians to focus on care

With less time spent on repetitive admin tasks, our staff can dedicate more time to clinical discussions, face-to-face care, and complex patient needs.

What Happens Next?

Over the coming months, we will be preparing for the introduction of AI Emma. As we move closer to launch, we will provide more information on how it works and how you can use it during practice hours.

Our aim is to improve access, reduce waiting times, and support our team in delivering safe, timely, and patient-centred care. This is in conjunction and collaboration with our existing reception and telephony team.

Reception updates

Some of you may have already seen that there are 2 extra desks in reception. We have a plan to integrate our reception and telephony team to promote closer collaboration and ensure the two teams are working efficiently together.

Flu & COVID-19 Vaccination dates- Flu and Covid clinics have been running over the last few months. If you haven't already had your jab then book in ASAP as we will be not be ordering any more vaccines after this batch runs out. All eligible patients need to obtain their covid jab before the 31st January 2026.

Online Services Reminder -To save yourself from waiting in the telephone queues you can book appointments via the NHS app or via AccuRx for all non-urgent Medical or admin queries. We are still receiving a high number of patients calling in for non-urgent medical advice, this clogs up the phone lines and the patients who have urgent queries are left waiting longer. If everyone follows our advice all queries will be actioned in a timely manner.

Staff Updates

Kamaran Jamal (Apprentice) – Kamaran is our second apprentice who has been with us for a couple of months now. He has slotting right into the team supporting reception and telephony.

Andrew Marshall (Receptionist)– Andrew has joined our team and has made excellent progress given his existing NHS experience.

Sue Burton Award nominations:

We want to congratulate our nurse Sue Burton for always providing exceptional patient care over many decades.

She has been nominated for General Practice Nurse of the Year Award – A nurse who consistently provides exceptional , holistic care to patients and contributes to the development of general practice nursing.

She has also been nominated for the Compassionate care Award- consistently demonstrates empathy, dignity and respect in every patient interaction.



Other Updates:

Festive lights turned on by The Lord Mayor Safiya Saeed.



Dr Atheeb Hussain attended a conference on Ferinject and its benefits over oral iron supplementation in the hope to consider bringing it into general practice.



🎄 Staying Well Over Christmas & New Year

The festive season is a time for celebration, but small changes can make a big difference to how you feel physically and mentally.

🍷 Enjoy Food & Drink – Mindfully

- Christmas is about enjoyment, not restriction. Try to eat regular meals and include some fruit or vegetables where you can.
- Alcohol can affect sleep, mood, and some medications. If drinking, aim for alcohol-free days during the week and drink plenty of water.

🚶 Keep Gently Active

- Movement doesn't have to mean the gym. A daily walk, dancing at home, or playing with children or grandchildren all count.
- Even short bursts of activity can help improve mood, digestion, and sleep.

Protect Your Sleep

- Late nights and routine changes can disrupt sleep. Try to:
 - Get daylight exposure during the day
 - Avoid screens just before bed
 - Keep a regular bedtime where possible

Look After Your Mental Wellbeing

- The festive period can be joyful for some and difficult for others. It's okay to feel a mix of emotions.
 - Stay connected with people you trust, and remember that support is available if you're struggling.
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A Healthy Approach to New Year's Resolutions

Many people feel pressure to make big changes in January—but lasting change is usually small, realistic, and kind to yourself.

✓ Keep Goals Simple & Achievable

- Instead of “get fit” or “eat better,” try:
 - “Go for a 10-minute walk most days”
 - “Add one extra portion of vegetables a day”
- Small steps are more likely to stick.

✓ Focus on Progress, Not Perfection

- Missing a day or slipping back doesn't mean failure. Just start again the next day.
- Building habits takes time—be patient with yourself.

✓ Choose What Matters to You

- The best resolutions support your wellbeing, not what you feel you “should” do.
- This might be improving sleep, reducing stress, or spending more time doing things you enjoy.

✓ Ask for Support if You Need It

- If you'd like help with weight management, stopping smoking, physical activity, or mental wellbeing, our team is here to help.
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 **A Final Reminder**

Your health is about the long term, not just January. Be kind to yourself, enjoy the festive season, and remember that every positive step counts—no matter how small.