

Woodstock Bower Surgery Newsletter June 2026



Welcome to Our Newsletter!

Fifth Edition – Summer 2026

Dear Patients,

Welcome to the fifth edition of the Woodstock Bower Surgery Newsletter. We are delighted to share some exciting updates and achievements from the practice over the past few months.

As always, our aim is to keep you informed about developments within the surgery and the work we are doing to improve healthcare services for our patients and the wider community.

Practice update

CQC Results

We are extremely proud to announce that Woodstock Bower Surgery recently underwent a Care Quality Commission (CQC) inspection and received an overall rating of **Good**, with an **Outstanding** rating awarded for **Leadership**.

This is a significant achievement for the practice and reflects the hard work, dedication, and commitment of our entire team. We would also like to thank our patients for their continued support and feedback, which helps us continually improve the services we provide.

Receiving an Outstanding rating for Leadership recognises the strong culture within our practice, our commitment to innovation, and our focus on delivering safe, effective, and patient-centred care.

AI Emma Continues to Support Patients

We are pleased to report that **AI Emma** continues to perform well and is helping us improve access to services for our patients.

Since its introduction, AI Emma has supported the practice by assisting with routine enquiries, appointment requests, and directing patients to the most appropriate service. This has helped reduce waiting times and improve the efficiency of handling patient requests.

Importantly, AI Emma works alongside our existing reception and administrative teams and is not a replacement for human contact. We continue to review and develop the system to ensure patients receive the best possible experience when contacting the practice.

We are encouraged by the positive impact AI Emma has already made and will continue to make improvements based on patient and staff feedback.

Big Purple Bus Visit – A Huge Success

In June, we were delighted to welcome the **Big Purple Bus** to Woodstock Bower Surgery.

The event received an excellent response from patients and members of the local community, with many people taking the opportunity to learn more about cancer awareness, prevention, and early detection.

The success of this event has reinforced the importance of bringing healthcare initiatives directly into our community and encouraging open conversations about cancer and screening programmes.

Working Together to Raise Cancer Awareness

Following the success of the Big Purple Bus event, we are pleased to announce that we will be exploring opportunities to work more closely with **Western Park Cancer Hospital** to help raise awareness of cancer across Rotherham.

Our goal is to support education, encourage participation in screening programmes, and help people recognise the signs and symptoms that may require medical attention.

By working together with specialist services and community partners, we hope to make a positive difference in improving awareness and supporting earlier diagnosis throughout the borough.

In the near future we will be running a charity Campaign to support Western Park please contact the practice manager if you would like to take part in this event.

Expanding Our Team

To further strengthen the support available to our patients, we are pleased to welcome an additional **Care Coordinator** to the Woodstock Bower team.

Care Coordinators play an important role in helping patients navigate services, access support, and coordinate care where multiple healthcare professionals or services may be involved.

This additional resource will help us continue to provide personalised support and improve patient experience across the practice.

Reception updates

Some of you may have already seen that there are 2 extra desks in reception. We have now integrated our reception and telephony team to promote closer collaboration and ensure the two teams are working efficiently together, which is working well.

Spring Covid Vaccination update – Spring vaccine campaign has been running over the past weeks and now has come to an end.

The winter campaign - will begin in October 2026, and we will contact you will receive an message alert.

Online Services Reminder - Please ensure to continue to use the ACCURX service we continue to monitor all requests daily.

WOODSTOCK WALKERS

We are organising a charity walk to support Western Park cancer hospital in the coming weeks.

If you are interested in joining our team, please contact the practice manager for further details.





