

**Dr. Wolfgang Wallat
Dr. Carolyn Prior
Dr. Pandu Balaji
Dr. Emanuel Hacıaturian**

**Our website will give you all
the latest news**

WOODLANDS PRIMARY CARE



Patient newsletter no.44

**Dated:
FEBRUARY 2021**

www.woodlandssurgerysidcup.nhs.uk

CORONAVIRUS VACCINATIONS

PLEASE DO NOT CALL THE SURGERY TO ENQUIRE ABOUT BOOKING YOUR CORONAVIRUS VACCINATION. WE WILL CONTACT PATIENTS AS THE PROGRAMME IS ROLLED OUT LOCALLY.

CONSULTING A DOCTOR

If you require or need medical advice from a Doctor, please use the eConsult facility via our website

www.woodlandssurgerysidcup.nhs.uk

and a Doctor will get back to you via text, email or phone. This will save you telephoning the surgery.

If you are unable to complete an eConsult yourself, reception can book a phone appointment for someone to go through the eConsult with you and send it to the surgery.

PLEASE NOTE: eConsult is only for medical and administrative queries. Please do not request repeat prescriptions via eConsult.

MISSED APPOINTMENTS

There are a significant number of patients who are not answering their phones, after they have requested a clinician to call them.

This is very frustrating for surgery staff, and has an impact on our resources and time. Please ensure you keep your phone close by, if you are expecting a call from the surgery.

We will only try to call you twice. After this, missed calls may not be re-booked on the same day, and you may have to call back at a later date.

If you have requested a call, we cannot give a specific time that you will be called back.

SURGERY COLLECTION

Please collect non-urgent items from surgery after 2pm.

Please do not come down to the surgery unless you have an appointment, or need to collect / drop off an item.

ADMINISTRATIVE QUERIES

Patients can make an admin query i.e. for medical certificates, letter requests or referral enquiries etc. online by submitting an eConsult via our website. This will save you telephoning the surgery.

www.woodlandssurgerysidcup.nhs.uk

PRIVATE REFERRAL LETTERS

Please allow 48 hours' notice for a private referral letter to be done. Please do not book an appointment until we have confirmed a completion date for the requested letter.

TELEPHONE TRIAGE

If you are asked to send photos, please make sure that you include your name, date of birth and the requesting doctor's name, and send them via the eConsult facility on our website.

PRESCRIPTION REQUESTS

Please request repeat medication via your nominated pharmacy. You can sign up for your prescriptions to be sent to a pharmacy of your choice by contacting them and signing up for the Electronic Prescription Service (EPS).

Please allow 5 working days for prescriptions to be authorised during these current times.

You can also request repeat medication via online services. Please visit our website to read more.

FACE COVERINGS

If you do need to be seen, patients and visitors are asked to wear a face covering when attending the surgery.

The safety of all patients is of paramount importance to us and we would like to reassure you that we are taking as many precautions as we possibly can. Information and guidance is changing daily, for the latest news and advice visit

www.nhs.uk/coronavirus or
www.gov.uk/coronavirus

BLOOD TESTS IN HOSPITAL

At present you will need to book an appointment for a blood test.

Please ring 020 8333 3217 to book an appointment at any of the hospital sites. The line is open Monday to Friday between 8am and 4pm.

Or you can visit the below website to book a blood test appointment online.

www.lewishamandgreenwich.nhs.uk/blood-tests-covid-19

NHS APP

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone, tablet, laptop or computer.

It is free to use and available for Android and iPhone. You can use the NHS App to check your symptoms, book appointments, order repeat prescriptions and more.

You can also contact our clinical and administrative staff online. We provide this service using eConsult which is quick, convenient, safe and secure.

You can register, verify your identity, and access these features all within the app, without having to contact the surgery.

For more information please go to

www.nhs.uk/nhsapp

FEEDBACK

If you have any feedback, comments or suggestions for the surgery, please visit our website to submit.

PLEASE NOTE: This is just for feedback. Please do not send any clinical or administrative queries via the website feedback option.

[Please also see information on Coronavirus Vaccination Fraud.](#)