

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

WOODLANDS PRIMARY CARE



Patient Newsletter No.45

Dated: APRIL 2021

www.woodlandssurgerysidcup.nhs.uk

Our website will give you all the latest surgery news and information

CORONAVIRUS VACCINATION

If you are 50 years or over and have not had the coronavirus vaccination, please contact the surgery. Please also let us know if you are booked to receive the vaccination elsewhere, or would like to refuse.

If you have received a text message inviting you to book but have already had the vaccination, please ignore the text.

CONSULTING A DOCTOR

If you require or need medical advice from a Doctor or staff member, please use the eConsult facility on our website and we 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. They will not be actioned in this way.

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 or drop off an item.

ADMINISTRATIVE QUERIES

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

SUBMITTING PHOTOS

If you are asked to send photos to the surgery, please make sure that you include your name, date of birth and the requesting Clinicians 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.

PLEASE NOTE: eConsult is only for medical and administrative queries. Please do not request repeat prescriptions via eConsult. They will not be actioned in this way.

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 please visit;

www.nhs.uk/coronavirus

www.gov.uk/coronavirus

PRIVATE REFERRAL LETTERS

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

BLOOD TESTS

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

Please call 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

ONLINE SERVICES & VIEWING IMMUNISATIONS HISTORY

If you are registered for online services, you will be able to view your immunisation history online.

You can register for online services with either the NHS App or myGP App. You can register, verify your identity, and access the app fully, without having to contact the surgery. More information about online services can be found on our website.

If you already have online services and cannot view your immunisation history online, please contact the surgery and we will be able to grant you access.

PLEASE NOTE: The surgery will not be able to write letters to confirm what vaccinations you have had, or whether you have had the coronavirus vaccination. You will need to register for online services to access this information.

NEW SURGERY WEBSITE

Please visit our new and updated website, for the latest surgery news and information;

www.woodlandssurgerysidcup.nhs.uk



Covid-19 vaccine

The NHS will get in
touch when it's your
turn to be vaccinated

Find out about the roll-out at
nhs.uk/CovidVaccine