

<p>Dr. Wolfgang Wallat Dr. Carolyn Prior Dr. Pandu Balaji Dr. Emanuel Hacıaturian Dr. Anna Draper Dr. Tom Nicholson</p>	<p style="text-align: center;">WOODLANDS PRIMARY CARE</p> 	<p style="text-align: center;">Patient Newsletter No.49 Dated: DECEMBER 2021</p> <p style="text-align: center;"><u>www.woodlandssurgerysidcup.nhs.uk</u></p> <p style="text-align: center;">Our website will give you all the latest surgery news and information.</p>
<p style="text-align: center;"><u>CHRISTMAS OPENING HOURS</u></p> <p>Woodlands Surgery will be closed on;</p> <ul style="list-style-type: none"> Monday 27th December 2021 Tuesday 28th December 2021 Monday 3rd January 2022 <p>If you need medical assistance during this time, please call 111 or visit 111.nhs.uk. For emergencies, please call 999.</p> <p style="text-align: center;"><u>CONSULTING A DOCTOR</u></p> <p>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 calling the surgery.</p> <p>There is no email address available for patient use. Emails sent to the surgery by patients will not be actioned.</p> <p>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.</p> <p style="text-align: center;"><u>HEALTH AND SAFETY</u></p> <p>We are open and seeing patients face to face, but in certain circumstance we may need to triage patients via telephone first, to ensure the safety of patients and staff alike, and to keep the waiting room levels to a minimum. This is an ever-changing situation that is influenced by COVID infection rates and government guidelines.</p> <p>Please make sure you continue to wear a face covering, use hand sanitiser and socially distance whilst in the surgery. Please do not attend the surgery in person, if you have any COVID symptoms.</p> <p>Please be patient when waiting to speak to our reception team, as they are also busy answering the phones.</p> <p style="text-align: center;"><u>CONTACT DETAILS</u></p> <p>Please ensure the surgery has your up-to-date contact details, including your address, phone number and email address.</p>	<p style="text-align: center;"><u>PRESCRIPTION REQUESTS</u></p> <p>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).</p> <p>Please allow 5 working days for prescriptions to be authorised during these current times.</p> <p>You can also request repeat medication via online services. Please visit our website for more information.</p> <p>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.</p> <p style="text-align: center;"><u>MISSED APPOINTMENTS</u></p> <p>There are a significant number of patients who are not answering their phones, after they have requested a clinician to call them.</p> <p>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.</p> <p>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.</p> <p>If you have requested a call, we are unable to give a specific time that you will be called back.</p> <p style="text-align: center;"><u>FLU VACCINATIONS</u></p> <p>We are now booking flu vaccinations in surgery. If you are eligible, please call 0208 300 1680 to book an appointment.</p> <p>For more information and to find out if you are eligible, please visit;</p> <p style="text-align: center;">www.nhs.uk/flu</p> <p style="text-align: center;"><u>SAMPLES AND COLLECTIONS</u></p> <p>Please ensure all samples are brought to surgery before 1pm, and collect non-urgent items from surgery after 2pm.</p>	<p style="text-align: center;"><u>BLOOD TESTS</u></p> <p>At present, you will need to book an appointment for a blood test.</p> <p>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.</p> <p>Or you can visit the below website to book a blood test appointment online;</p> <p style="text-align: center;">www.lewishamandgreenwich.nhs.uk</p> <p style="text-align: center;"><u>CORONAVIRUS BOOSTERS</u></p> <p>Coronavirus Booster Vaccinations are now being offered to patients who are eligible. You will be invited to book a booster vaccination at least five months after your second coronavirus vaccination dose.</p> <p>For more information and to find out if you are eligible, please visit;</p> <p style="text-align: center;">www.nhs.uk/coronavirus</p> <p style="text-align: center;"><u>FRIENDS AND FAMILY TEST</u></p> <p>If you would like to provide feedback for our surgery, please complete the Friends & Family Test on our surgery website, or on paper at reception.</p> <p style="text-align: center;"><u>ZERO TOLERANCE</u></p> <p>The NHS operate a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.</p> <p>Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.</p> <p>In certain situations, the police may be called to remove a person(s) from the surgery.</p>

BOOST YOUR IMMUNITY THIS WINTER

WITH THE FLU VACCINE + COVID-19 BOOSTER

Get vaccinated. Get boosted. Get protected.
nhs.uk/wintervaccinations



Get your NHS COVID Pass with the free NHS App

The NHS App is available now on iOS and Android

