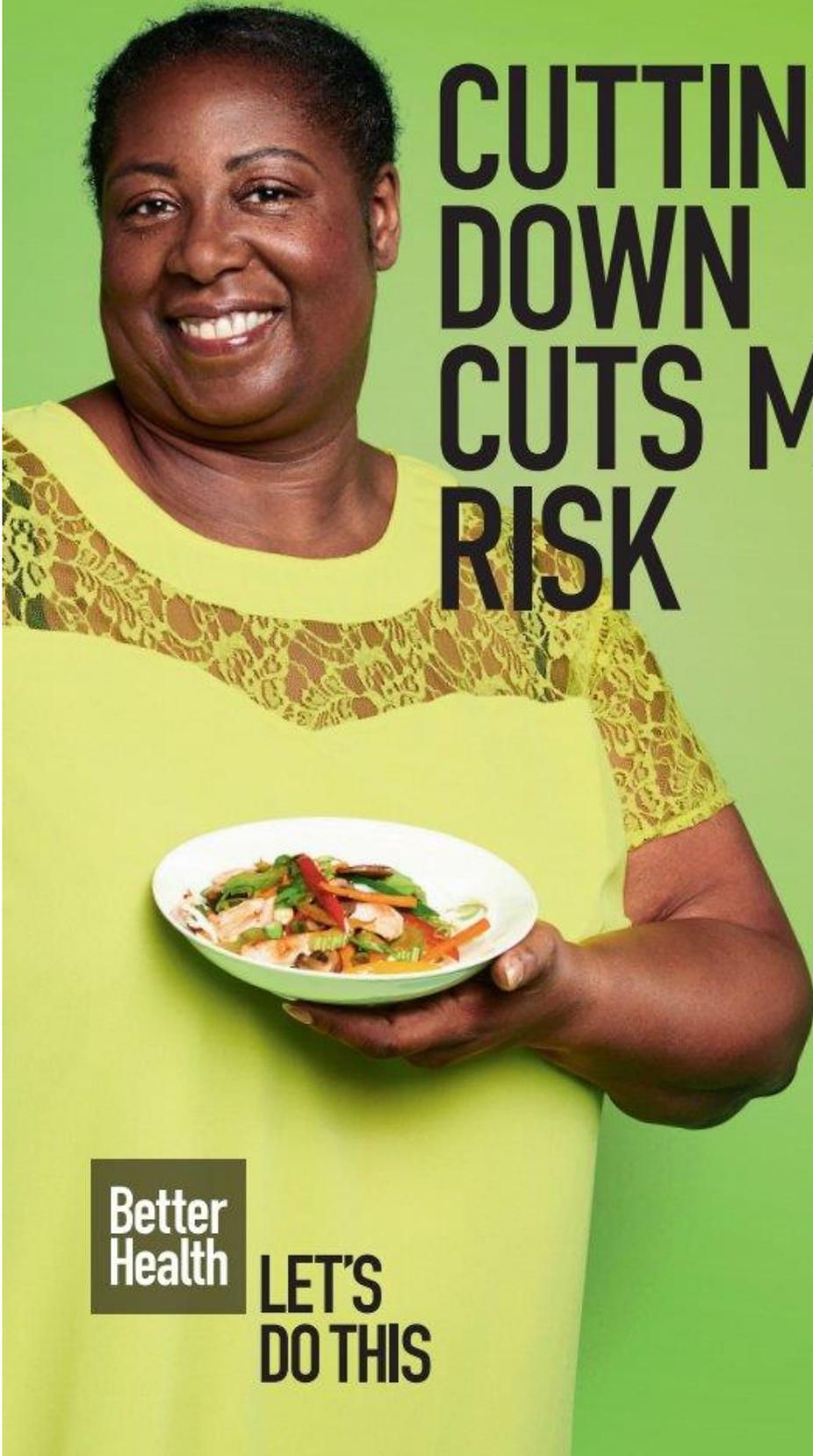


<p>Dr. Wolfgang Wallat Dr. Carolyn Prior Dr. Pandu Balaji Dr. Emanuel Hacıaturian Dr. Anna Draper Dr. Tom Nicholson</p>	<p style="text-align: center;">WOODLANDS PRIMARY CARE</p> 	<p style="text-align: right;">Patient Newsletter No.50</p> <p style="text-align: right;">Dated: FEBRUARY 2022</p> <p style="text-align: right;"><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>The staff would like to thank patients for their lovely cards and gifts over the Christmas period. We wish you all a happy and healthy 2022.</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>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 or are COVID positive.</p> <p style="text-align: center;"><u>SOCIAL PRESCRIBER</u></p> <p>We have a new social prescriber working in surgery, who can assist with social needs, wellbeing matters and non-medical concerns, for example, financial issues, mental health or bereavement.</p> <p>They can connect you to community groups and other services, for practical and emotional support.</p> <p>If you would be interested in speaking to our social prescriber, please leave your name and contact details with reception.</p>	<p style="text-align: center;"><u>VIRTUAL PATIENT PARTICIPATION GROUP</u></p> <p>Our participation group is made up of patients who provide feedback to the surgery.</p> <p>As a practice, we hope to engage the group in helping to deliver and design services around the needs of its patients, and represent the patient's views and wishes for the surgery.</p> <p>Our group is a virtual patient group. Contact is made and surveys are done via email. All responses to surveys are anonymous. If you are interested in joining our group, please fill in a form at reception, or download the form from our surgery website, and return to reception.</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>Please note that calls will appear as withheld or unknown number when they ring.</p> <p style="text-align: center;"><u>SAMPLES AND COLLECTIONS</u></p> <p>Please ensure all samples are brought to surgery before 12pm. Please do not bring a sample into the surgery, unless you have spoken to a member of staff.</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>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>RECEPTION</u></p> <p>Please be patient when waiting to speak to our reception team, as they are busy answering the phones, in addition to speaking to people at the desk.</p> <p style="text-align: center;"><u>RAPID LATERAL FLOW TESTS</u></p> <p>We do not have any lateral flow tests in surgery for patients to collect.</p> <p>If you need lateral flow tests, please visit this website for information on collection and delivery of testing kits;</p> <p style="text-align: center;">www.nhs.uk/conditions/coronavirus-covid-19/testing</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>

A smiling woman with dark hair, wearing a yellow lace top, holding a white bowl filled with a colorful salad of vegetables and protein. The background is a solid light green color.

CUTTING DOWN CUTS MY RISK

Extra weight puts extra pressure on your body. Which makes it harder to fight against diseases like cancer, heart disease and now, Covid-19. Losing weight can help reduce your risk.

Get help and support to lose weight at
nhs.uk/BetterHealth

**Better
Health**

**LET'S
DO THIS**