

<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.51 Dated: APRIL 2022</p> <p style="text-align: center;">www.woodlandssurgerysidcup.nhs.uk</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>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>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>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 12.30pm. 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>STOP SMOKING</u></p> <p>If you would like help or advice to quit smoking, please visit;</p> <p style="text-align: center;">www.smokefreebexley.co.uk</p> <p>The service offers the full range of evidence-based smoking cessation medications, alongside free, friendly and effective practical support.</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>TRAVEL VACCINATIONS</u></p> <p>We no longer stock travel vaccines in surgery, and therefore are not able to provide travel vaccination appointments or travel advice.</p> <p>You will need to contact a travel clinic or private provider for these services.</p> <p>We can print a list of your previous immunisations if required; please let reception know if you would like a copy.</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.</p> <p>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>

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Quitting smoking



is one of the
best things you will
ever do for your health

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We are here to help you.
Thank you for treating
us with respect.

