

<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.52 Dated: JUNE 2022</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>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. There is no email address available for patient use.</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>MY PLANNED CARE</u></p> <p>My Planned Care supports people waiting for a hospital appointment, operation or treatment, and gives them advice and support while they wait.</p> <p>This includes access to average waiting times at their hospital, and other useful advice about local services.</p> <p>The site is updated weekly with further advice and information on how to manage pain, keep healthy, look after your mental health, access financial help and other local support services. Please visit;</p> <p style="text-align: center;"><u>www.myplannedcare.nhs.uk</u></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>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;"><u>www.smokefreebexley.co.uk</u></p> <p>The service offers the full range of evidence-based smoking cessation medications, alongside free, friendly and effective practical support.</p> <p>They also advise on vaping. Vaping is an effective way of quitting, and they can support you whilst you do this.</p> <p style="text-align: center;"><u>WEIGHT MANAGEMENT</u></p> <p>We are now able to refer patients to free weight management programmes.</p> <p>If you would like to be referred, please attend surgery to complete a form.</p> <p>This form can be found by the waiting room blood pressure monitor. You will need to use the monitor to measure your blood pressure, and complete the form with your reading, and marking that you would like help in losing weight.</p> <p>The blood pressure monitor is a walk-in service, no appointment needed. Please wear a face covering when attending.</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>DIAZEPAM FOR FLYING</u></p> <p>We sometimes get patients asking us to prescribe diazepam for fear of flying.</p> <p>There are a number of very good reasons why prescribing this drug is not recommended and we cannot prescribe for flying.</p> <p>We appreciate that fear of flying is very real and very frightening. A much better approach is to tackle this properly with a Fear of Flying course.</p> <p>Please see our website for more details;</p> <p style="text-align: center;"><u>www.woodlandssurgerysidcup.nhs.uk/travel-health</u></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>



Just think 111 online first

When you think you need A&E, go to [111.NHS.UK](https://111.nhs.uk). We can arrange for you to be seen at an urgent treatment centre.



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

