

**Dr. Wolfgang Wallat**

**Dr. Carolyn Prior**

**Dr. Pandu Balaji**

**Dr. Emanuel Hacıaturian**

**Dr. Anna Draper**

**Dr. Tom Nicholson**

## WOODLANDS PRIMARY CARE



**Patient Newsletter No.56**

**Dated: FEBRUARY 2023**

**[www.woodlandssurgerysidcup.nhs.uk](http://www.woodlandssurgerysidcup.nhs.uk)**

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

### **EXTENDED HOURS ACCESS**

Patients can now see a GP or Nurse on evenings and weekends, at Woodlands or a local surgery or location, in their Primary Care Network.

Please speak to our reception team to find out more and book an appointment (subject to availability).

If you need to change or cancel your evening or weekend appointment, please call the surgery. If you need to do so when we're closed, please email [bhnc.8to8hub@nhs.net](mailto:bhnc.8to8hub@nhs.net).

### **SOCIAL PRESCRIBER**

We have a social prescriber working weekly in surgery, who can assist with health, social or wellbeing needs. We understand that a person's health can be affected by many factors, such as their environment or social situation.

Our social prescriber Marilyn will be able to discuss any problems you are facing, and set goals to work towards overcoming these.

Marilyn can also connect you to community groups and other services for practical and emotional support, and assist you in taking greater control of your own health.

If you would like to speak to Marilyn, please call reception to book a telephone consultation.

### **VIRTUAL PATIENT PARTICIPATION GROUP**

Our participation group is made up of patients who provide feedback to the surgery. 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.

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.

### **HELP WITH THE COST OF LIVING**

A lot of people are currently being affected by the rising cost of living, and some people may find it difficult to make ends meet.

There are local organisations that can offer help and advice, on matters including finances, food, childcare, plus more. For more information, please visit;

[www.bexley.gov.uk/services/cost-living](http://www.bexley.gov.uk/services/cost-living)

### **REFERRAL LETTERS**

Please could we remind patients that if you have a referral letter, and want to change your hospital appointment, please contact the hospital to do so, rather than the surgery.

We also require at least 48 hours' notice for a private referral letter, and non-NHS letters may carry a charge.

Our admin team can inform you of the charge upon request, and give you the details to pay via a bank transfer. Alternatively, a cash payment can be made at reception. Payment is required prior to completion.

### **SAMPLES AND COLLECTIONS**

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.

### **ZERO TOLERANCE**

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.

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.

In certain situations, the police may be called to remove a person(s) from the surgery.

### **LIMITED ACCESS TO THE SURGERY ENTRANCE**

From Monday 23rd January 2023, we will be having building work taking place by the surgery entrance.

Parking will be limited at the front of the surgery for a few weeks due to this. We apologise for any inconvenience caused in this matter.

### **MY PLANNED CARE**

My Planned Care supports people waiting for a hospital appointment, operation or treatment, and gives them advice and support while they wait.

This includes access to average waiting times at their hospital, and other useful advice about local services.

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;

[www.myplannedcare.nhs.uk](http://www.myplannedcare.nhs.uk)

### **BEXLEY LOCAL OFFER**

Bexley Local Offer provide information on services available to children and young people aged 0-25 with special education needs or a disability. They can advise on matters relating to childcare, group activities, healthcare, education, plus more. For more information, please visit;

[www.bexleylocaloffer.uk](http://www.bexleylocaloffer.uk)

### **RECEPTION**

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.

### **FRIENDS AND FAMILY TEST**

If you have any feedback or comments on surgery services, please visit our website to fill in a Friends & Family Test survey.

It can also be completed on paper at reception.



NHS



Not sure  
what to do?

Go straight to **111**  
Call or go online [111.nhs.uk](https://111.nhs.uk)

**HELP US  
HELP YOU**  
KNOW WHAT TO DO



“IT’S JUST A  
LITTLE LUMP”

**JUST SPEAK  
TO YOUR GP**

Your NHS is here  
to see you, safely.

Clear on  
cancer

help us  
help you