

<p>Dr. Wolfgang Wallat Dr. Carolyn Prior Dr. Pandu Balaji Dr. Emanuel Hacıaturian Dr. Anna Draper Dr. Tom Nicholson</p>	<p>WOODLANDS PRIMARY CARE</p> 	<p>Patient Newsletter No.57</p> <p>Dated: APRIL 2023</p> <p>www.woodlandssurgerysidcup.nhs.uk</p> <p>Our website will give you all the latest surgery news and information.</p>
<p><u>DR WALLAT RETIRING</u></p> <p>Dr Wallat will be retiring from Woodlands Surgery in March 2023, having worked here since April 2002.</p> <p>We would like to thank Dr Wallat for all of his hard work and dedication to patient care over these past 21 years, and wish him all the best in his retirement.</p> <p><u>DR MUFTI JOINING WOODLANDS</u></p> <p>We would like to welcome Dr Mufti to Woodlands Surgery, who will be joining as our new GP partner in May 2023.</p> <p>Dr Mufti is currently a GP Partner at another local practice, and we look forward to welcoming him to Woodlands.</p> <p><u>UPCOMING STAFF CHANGES</u></p> <p>We will have a new GP Registrar joining our surgery until Summer 2023, Dr Tjendra. He will be available for telephone and face-to-face appointments.</p> <p>We also welcome to the administration team; Sharon, our new assistant Practice Manager, and Gaynor, our new Prescribing Clerk.</p> <p>We look forward to working with all our new staff from this Spring.</p> <p><u>EASTER OPENING HOURS</u></p> <p>Please note that the surgery will be closed on the following days for the Easter Bank Holiday;</p> <ul style="list-style-type: none"> • Friday 7th April 2023 • Monday 10th April 2023 <p>eConsult will also be unavailable during this time. If you need medical assistance, please visit 111.nhs.uk or call 111. If it is a medical emergency, please call 999.</p> <p>We will re-open as usual on Tuesday 11th April 2023.</p> <p><u>RECEPTION TEAM</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><u>FEEDBACK AND SUGGESTIONS</u></p> <p>If you would like to speak to someone about the service we provide, please ask to speak to the Practice Manager in the first instance.</p> <p>If you have any feedback or comments on surgery services, please visit our website to fill in a Feedback form, or complete the Friends & Family Test survey.</p> <p>The Friends & Family Test surgery can also be completed on paper at reception.</p> <p>If you have any queries regarding submitting feedback, please speak to our reception team.</p> <p><u>VIRTUAL PATIENT PARTICIPATION GROUP</u></p> <p>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.</p> <p>Our group is a virtual patient group. Contact is made and surveys are done via email. All responses to surveys are anonymous.</p> <p>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>Please make sure you include an active email address on the form.</p> <p><u>ZERO TOLERANCE</u></p> <p>The NHS operates 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>	<p><u>ECONSULTS</u></p> <p>We would like to remind patients that they are able to contact the surgery by submitting an eConsult on our website homepage.</p> <p>eConsult is available during our surgery opening hours, and you are able to submit medical or administrative queries. Once you have submitted an eConsult, you will receive an automated email to confirm it has been submitted, and you will be given a timeframe for a reply.</p> <p><u>EXTENDED HOURS ACCESS</u></p> <p>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.</p> <p>Please speak to our reception team to find out more and book an appointment (subject to availability).</p> <p>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.</p> <p><u>SAMPLES AND RESULTS</u></p> <p>Please ensure all samples are brought to surgery before 12.30pm, as we cannot accept samples after this time, and cannot store them in surgery overnight.</p> <p>Please make sure you contact our surgery for your results. We have a results line available between 11am and 4pm daily.</p> <p><u>REFERRAL LETTERS</u></p> <p>If you have a referral letter and want to change your hospital appointment, please contact the hospital to do so, rather than the surgery.</p> <p>We also require at least 48 hours' notice for a private referral letter, and non-NHS letters may carry a charge.</p> <p>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.</p> <p>If you have any referral queries, please speak to our Secretaries on line 5 (11am – 4pm).</p>

NHS



Is your child protected?

It's not too late to catch up on their vaccinations. If your child has missed a vaccine, contact your GP to catch up.



SCAN ME

Protect your child. Get vaccinated.

[NHS.uk/childvaccines](https://www.nhs.uk/childvaccines)