

<p>Dr. Carolyn Prior Dr. Pandu Balaji Dr. Emanuel Hacıaturian Dr. Haroon Mufti Dr. Anna Draper Dr. Tom Nicholson</p>	<p>WOODLANDS PRIMARY CARE</p> 	<p>Patient Newsletter No.58</p> <p>Dated: JUNE 2023</p> <p>www.woodlandssurgerysidcup.nhs.uk</p> <p>Our website will give you all the latest surgery news and information.</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 are closed, please email bhnc.eahub@nhs.net.</p> <p><u>HAY FEVER</u></p> <p>Hay fever is a common condition, which usually affects people between March and September each year. It is an allergic reaction to pollen from grass, trees or plants, usually when it comes into contact with your mouth, nose, eyes and throat.</p> <p>There is currently no cure and you cannot prevent it, but you can do things to ease your symptoms when the pollen count is high.</p> <p>Please see the dedicated hay fever page on our website for further information, and links to other websites which can offer advice and guidance;</p> <p>woodlandssurgerysidcup.nhs.uk/hay-fever</p> <p><u>HOT WEATHER</u></p> <p>As the weather gets warmer, we can be more at risk of illness and health risks from the heat.</p> <p>The NHS website has advice on what to do if you are suffering from heat exhaustion, heatstroke, using sunscreen properly, keeping your baby safe in the sun, plus more seasonal advice.</p> <p>Please visit the following website for more information;</p> <ul style="list-style-type: none"> • nhs.uk/conditions/heat-exhaustion-heatstroke • nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety • nhs.uk/conditions/baby/first-aid-and-safety/safety/safety-in-the-sun 	<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, subject to availability. 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>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> <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>They will answer your call as soon as they can. Thank you for your patience and understanding.</p>



NHS



“I JUST
BOTTLED IT
ALL UP”

JUST TALKING CAN HELP

NHS talking therapies can help you if you're struggling to cope with feelings of anxiety or depression. They're effective, and confidential.

Your GP can refer you or you can refer yourself online nhs.uk/talk

Your
health
matters

help us
help you