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WOODLANDS PRIMARY CARE



Patient Newsletter No.61

Dated: DECEMBER 2023

www.woodlandssurgerysidcup.nhs.uk

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

CHRISTMAS OPENING HOURS

Please note that the surgery will be closed on Monday 25th December, Tuesday 26th December and Monday 1st January 2024.

If you need medical assistance when we're closed, please visit 111.nhs.uk or call 111. If it is a medical emergency, please call 999.

EXTENDED HOURS APPOINTMENTS

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).

CANCELLING AN OUT OF HOURS APPOINTMENT

If you need to change or cancel your evening or weekend appointment, please call the surgery.

If you need to cancel a weekend appointment when we're closed, please call 0208 176 0410.

Please note this phone number can only be used to cancel out of hours appointments, and not to contact the surgery.

COLD WEATHER

As the weather gets colder, we can be more at risk of illness and health risks from the cold.

The NHS website has advice on what to do if you are unwell.

Please visit the following website for more information;

- nhs.uk/live-well/seasonal-health/keep-warm-keep-well
- nhs.uk/conditions/flu
- nhs.uk/conditions/common-cold
- nhs.uk/mental-health/conditions/seasonal-affective-disorder-sad

PHARMACY CONSULTATIONS

You can contact or visit your local community pharmacy for help and advice from a qualified healthcare professional, on a range of minor illnesses.

If something is more serious, they can point you to the right place to contact or attend.

They can also offer confidential advice on a range of topics, including exercise, stopping smoking, contraception and blood pressure.

They can also support you with taking medication, and any queries you may have.

Please visit nhs.uk/find-a-pharmacy to find pharmacies local to you.

PRACTICE NURSE APPOINTMENTS

Please note that Practice Nurse appointments are not book on the day, and will need to be booked in advance.

If you need a Practice Nurse appointment, please contact the surgery approximately 2-3 weeks before you require an appointment.

SURGERY APPOINTMENTS

We would like to remind patients that appointments are for one problem only. If you have more than one problem, please book a double appointment.

Due to unforeseen circumstances, you may sometimes be seen later than your appointment time. We appreciate your patience and understanding during these occasions.

Please speak to our reception team if you have any queries or questions.

HOSPITAL WAITING TIMES

If you are waiting for a hospital appointment, this website will show you the average waiting times for a first appointment. It will show you this information for a variety of different departments and local hospitals.

Simply select the department you have been referred to for more information;

- selondonwaitingtimes.org.uk

MSK SPECIALIST

We now have an MSK Specialist working in surgery, who can help to restore movement and function, if you're affected by injury, illness or disability.

They can do assessments in MSK, educate, and process referrals for further help.

Please speak to our reception team if you would like to book an appointment.

APPOINTMENTS OUTSIDE OF OPENING HOURS

If they have an appointment before 8am or after 6.30pm, please press the buzzer by the surgery front doors once, and wait to speak to our reception team via the intercom.

They will confirm your appointment and let you into the surgery.

CAR PARK

We have patient parking, including a disabled parking bay, at the front of the surgery for patients to use whilst visiting the surgery.

RECEPTION TEAM

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.

They will answer your call as soon as they can. Thank you for your patience and understanding.

FEEDBACK & SUGGESTIONS

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.

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;

- woodlandssurgerysidcup.nhs.uk

This can also be completed on paper at reception, or in our waiting room

Self-care

Why is it so important for your health?

Did you know your pharmacist can help you care for short-term, common and minor illnesses?

The following lists some of the short-term, common, minor illnesses and conditions that can be easily treated with self-care products or over-the-counter medication and with help and support from your local pharmacy.

- Conjunctivitis
- Dandruff
- Diarrhoea (Adults)
- Dry eyes / sore tired eyes
- Indigestion / heartburn
- Infrequent constipation
- Mild to moderate hay fever
- Mild acne
- Mild dry skin
- Mild irritant dermatitis
- Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain)
- Oral hygiene
- Ringworm / athlete's foot
- Travel sickness
- Vitamins, minerals, and probiotics

Self-care products and over-the-counter medication are available to purchase from shops or pharmacies. Ask your pharmacist about local schemes to access these medications without a prescription.

Your pharmacist will provide you with free and confidential advice and tell you when you need to seek further medical attention if your condition is more serious.



For further advice about common illnesses, medication, available services, location and pharmacy opening times, visit the NHS website:

 www.nhs.uk

Developed by NHS organisations in South East London

Review date: May 2024