


<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.62 Dated: FEBRUARY 2024 www.woodlandssurgerysidcup.nhs.uk Our website will give you all the latest surgery news and information.</p>
<p style="text-align: center;"><u>SURGERY STAFF</u></p> <p>In addition to our Doctors and Nurses, we have a range of staff available for telephone and face-to-face appointments in surgery and locally.</p> <p>This includes;</p> <ul style="list-style-type: none"> • Clinical Pharmacists • Social Prescriber • Mental Health Nurse • MSK Specialist • Dietician <p>If you would like more information or to book an appointment with any of these staff members, please speak to our Reception team.</p> <p style="text-align: center;"><u>PHARMACY CONSULTATIONS</u></p> <p>You can contact or visit your local community pharmacy for help and advice from a qualified healthcare professional, on a range of minor illnesses.</p> <p>If something is more serious, they can point you to the right place to contact or attend.</p> <p>They can also offer confidential advice on a range of topics, including exercise, stopping smoking, contraception and blood pressure.</p> <p>They can also support you with taking medication, and any queries you may have.</p> <p>Please visit nhs.uk/find-a-pharmacy to find pharmacies local to you.</p> <p style="text-align: center;"><u>EXTENDED HOURS APPOINTMENTS</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 cancel a weekend appointment when we're closed, please call 0208 176 0410.</p> <p>Please note this phone number can only be used to cancel out of hours appointments, and not to contact the surgery.</p>	<p style="text-align: center;"><u>SURGERY APPOINTMENTS</u></p> <p>We would like to remind patients that appointments are for one person and one problem only. If you have more than one problem, please book a double appointment.</p> <p>Due to unforeseen circumstances, you may sometimes be seen later than your appointment time. We appreciate your patience and understanding during these occasions.</p> <p>Please speak to our reception team if you have any queries or questions.</p> <p style="text-align: center;"><u>APPOINTMENTS OUTSIDE OF OPENING HOURS</u></p> <p>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.</p> <p>They will confirm your appointment and let you into the surgery.</p> <p style="text-align: center;"><u>PRACTICE NURSE APPOINTMENTS</u></p> <p>Please note that Practice Nurse appointments are not book on the day, and will need to be booked in advance.</p> <p>If you need a Practice Nurse appointment, please contact the surgery approximately 2-3 weeks before you require an appointment.</p> <p style="text-align: center;"><u>MESSAGES TO PATIENTS</u></p> <p>The surgery will send out appointment reminds if you have a face-to-face or telephone appointment booked in surgery.</p> <p>We will also occasionally send out health invites, and reminders for screening services if you are eligible.</p> <p>Please make sure we have your up-to-date mobile number and contact details.</p> <p style="text-align: center;"><u>PRESCRIPTION REQUESTS</u></p> <p>Please note that prescription requests can take up to 5 working days to be actioned.</p> <p>Please make sure you request your medication in plenty of time, so it can be processed and sent to your nominated pharmacy.</p> <p>If you require an urgent prescription, please contact your pharmacy.</p>	<p style="text-align: center;"><u>MEDICAL REPORTS & NON-NHS LETTERS</u></p> <p>If you have a medical report or claims form to be completed, or a non-NHS letter request, please note that we require pre-payment. Once you have brought your request to the surgery in writing, we can advise of the fee and payment options.</p> <p>Please note that once payment has been verified, it will take up to 10 working days for your request to be actioned, as it will only be allocated for completion after payment.</p> <p>We will contact you once your request has been completed. Please make sure the surgery has your up-to-date contact details.</p> <p style="text-align: center;"><u>PRIVATE REFERRAL LETTERS</u></p> <p>If you are arranging for a private referral letter from the surgery, please do not book an appointment with a consultant without getting your letter first, as they make take up to 10 working days to complete.</p> <p>Please book an appointment once your private referral letter has been completed, or if your consultant is able to see you without the letter.</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 certain situations, the police may be called to remove a person(s) from the surgery.</p> <p style="text-align: center;"><u>FEEDBACK & 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. This can also be completed on paper at reception.</p>

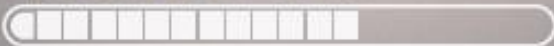
**Better
Health**

**Start
for Life**

NHS



LOAD THEM UP...



90% of brain growth happens before the age of five. What you do together can make a huge difference.

Search Start for Life for tips and advice.