

Dr. Carolyn Prior

Dr. Pandu Balaji

Dr. Emanuel Hacıaturian

Dr. Haroon Mufti

Dr. Anna Draper

Dr. Tom Nicholson

WOODLANDS PRIMARY CARE



Patient Newsletter No.64

Dated: JUNE 2024

www.woodlandssurgerysidcup.nhs.uk

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

SURGERY APPOINTMENTS

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.

This includes;

- Clinical Pharmacists
- Social Prescriber
- Mental Health Nurse
- MSK Specialist
- Dietician

We also have appointments available with Doctors and Nurses on evenings and Saturdays.

If you would like more information or to book an appointment, please speak to our Reception team.

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, including;

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

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.

PATIENT CONFIDENTIALITY

Everyone 16 years or over needs to contact the surgery for their own results and medical information. Due to patient confidentiality, we cannot give information about any patients 16 years or over to anyone else, without prior permission.

NON-NHS WORK

The surgery can undertake certain medicals, complete forms, and write letters, as part of non-NHS services, for which a charge will be made.

If you have a form that requires a GP to complete or sign, please leave it with reception, alongside a cover letter with your details and what you are requesting. It will be passed to our admin team who will be able to inform you if it can be completed, and the fee if so.

If you would like to request a letter, or inquire if another non-NHS service is available in surgery, please submit an online consultation with the details, and the admin team will advise if it can be completed.

Due to the high demand for non-NHS services to be completed, please note that requests may take up to 28 days to complete.

We will require pre-payment before we action your request. We will advise of the fee upon receiving your request.

URINE SAMPLES

Please do not bring a urine sample to reception unless you have spoken to a Clinician, and they have requested you bring a sample in.

If you are asked to provide a sample, please make sure it is using one of our sterile sample pots, which are available at reception.

RESULTS LINE

Please note we have a results line available everyday between 11am and 4pm. If you would like to get your results, or request a copy of your results are printed for collection, please call our results line.

If you would like to discuss your results in more details, please book an appointment with a Clinician. It is the responsibility of the patient to contact the surgery for their results.

UP-TO-DATE CONTACT DETAILS

We would like to request that patients provide us with their up-to-date contact details, including their current email address.

Please contact the surgery to check we have the correct information for you, or to advise if any of your details have changed.

PATIENT COMMUNICATIONS VIA TEXT

The surgery will send out appointment reminders by text message, if you have a face-to-face appointment booked in surgery.

We will also occasionally send out health invites, surgery news, and reminders for screening services if you are eligible.

Please make sure we have your up-to-date mobile number and contact details.

BOOKING AN APPOINTMENT

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.

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

If you are waiting for a telephone call from the surgery, please note that our Clinicians will only try to call twice. If you miss both calls, you will have to contact the surgery to re-book. Therefore please keep your phone(s) nearby, if waiting for a call.

MEDICATION REQUESTS

Please note that prescription requests can take up to 5 working days to be actioned.

Please make sure you request your medication in plenty of time, especially if you are going on holiday, so it can be processed and sent to your nominated pharmacy.

We cannot take prescription requests over the phone. If you require an urgent prescription, please contact your pharmacy.

Please do not request medication too early, as it can only be issued when due. If you need to request medication early, please inform your pharmacy why the request is early.

BLOOD PRESSURE CHECKS

We have a self-service blood pressure machine at the back of the surgery waiting room, which can be used during our opening hours, and will take no longer than 5 minutes to use. This is a walk-in service with no appointment required.



From soothing an earache to treating a UTI, your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription.

Subject to age eligibility. For more information, visit [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst)

See your
pharmacist

Help us
help you