


<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.72</p> <p>Dated: December 2025 & January 2026</p> <p>www.woodlandssurgerysidcup.nhs.uk</p> <p>Our website will give you all the latest surgery news and information.</p>
<p><u>SURGERY CLOSURE FOR CHRISTMAS</u></p> <p>Woodlands Surgery will be closed on:</p> <ul style="list-style-type: none"> Thursday 25th December Friday 26th December Thursday 1st January <p>for the Bank Holidays. If you need medical assistance when we are closed, please visit 111.nhs.uk or call 111. You can find a local pharmacy at nhs.uk. In a medical emergency, please call 999.</p> <p><u>STAFF CHANGES</u></p> <p>We have two new GP Registrars who have recently started with us at Woodlands Surgery: Dr. Hall and Dr. Khan. Please join us in making them feel welcome to Woodlands Surgery.</p> <p>Dr. Rane and Dr. Dulane will soon be leaving us. We wish them all the best for the future and thank them for their hard work during the time with us at Woodlands.</p> <p><u>LOCAL RESPIRATORY HUB</u></p> <p>Over the winter months, we have a local respiratory hub for patients to use. Appointments are available at The Albion Surgery in Bexleyheath for patients of all ages, for acute respiratory conditions including coughs, colds, sore throats, chest infections, earache and sinus issues.</p> <p>If you submit an online consultation form and are eligible, we will be able to book you an appointment at the respiratory hub in Bexleyheath to see a Clinician.</p> <p><u>TOTAL TRIAGE</u></p> <p>Woodlands Surgery is now a total triage practice. Total Triage is a system that triages patients based on their needs and allocates them to the most suitable care option.</p> <p>Patients will be required to complete an online consultation form if you would like to book an appointment with the Doctor, Nurse Practitioner or other surgery Clinicians. These appointments will no longer be bookable on the phone. Our reception team will assist with completion of an online consultation form by phone or at the desk, for those who may not have easy access to a computer or smartphone.</p> <p>We would like to remind patients to please provide as much detail as possible on your form, so the team can appropriately triage requests.</p>	<p><u>PHARMACY FIRST</u></p> <p>Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, and aches and pains. Pharmacies can also offer prescription medicine and antibiotics for certain conditions, including impetigo, shingles, infected insect bites, earache, sore throat, urinary tract infections (UTIs) and shingles.</p> <p>You can walk-in to any local pharmacy to request a pharmacy first consultation. If you submit an online consultation form and are eligible for a pharmacy first appointment, we will refer you to a local pharmacy for an appointment.</p> <p><u>NHS APP</u></p> <p>The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via your app store.</p> <p>With full access, you can:</p> <ul style="list-style-type: none"> order repeat prescriptions and nominate a pharmacy where you would like to collect them view your GP health record to see information like your allergies, medicines and test results contact the GP surgery using an online form book and manage COVID-19 vaccinations register your organ donation decision choose how the NHS uses your data <p>Please visit nhs.uk/nhs-app for more information.</p> <p><u>TURN ON NHS APP NOTIFICATIONS</u></p> <p>If you are using the NHS App, you can turn on notifications; the app uses notifications to tell you when you have a new message.</p> <p>NHS App notification preferences are now managed in your device settings. They can be turned on by following these steps:</p> <ul style="list-style-type: none"> Log in to the NHS App Select the Account icon in the top corner Select Settings Select Manage Notifications Follow the link to your device settings <p>Turning your notifications on or off may take up to 24 hours to take effect. Please visit nhs.uk/nhs-app for more information.</p>	<p><u>YOUR GENERAL PRACTICE TEAM</u></p> <p>There are a range of health professionals who work together within the surgery, to help you get the right care when you need it. In addition to GPs, our team includes:</p> <ul style="list-style-type: none"> nurses specialist MSK physiotherapist clinical pharmacists mental health practitioner social prescribing link worker care co-ordinators <p>Our receptionists are trained to discuss your medical concern thoroughly and confidentially, so you can be seen by the right health professional for your situation. Please contact the surgery if you would like to book an appointment.</p> <p><u>FREE NHS-WIFI IN SURGERY</u></p> <p>If you are waiting for an appointment, you can use our free NHS Wi-Fi whilst in the waiting room. Simply search for NHS-WIFI on your phone or tablet to connect.</p> <p><u>HOSPITAL RESULTS</u></p> <p>Please note that regarding tests requested by hospitals or other clinics, they will receive your results, as results are returned to the requester.</p> <p>Patients will receive a letter or follow up in due course. The surgery will also be informed of the results later. Please contact the requestor if you need to check the status of your results.</p> <p><u>PATIENT PARTICIPATION GROUP</u></p> <p>Woodlands Surgery has a virtual patient participation group (VPPG) is currently made up of members who represents a small section of our patients.</p> <p>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. We send out regular surveys, practice news and updates, and ask for feedback on surgery services. Our group is a virtual patient group, contact is made and surveys are done via email.</p> <p>If you would like to join, please collect a form at surgery reception or print it from our surgery website, and return to our reception team</p>

Please visit nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help for more information and to find a local pharmacy.

The infographic is designed to look like a pharmacy shelf. At the top, a green banner contains the 'Pharmacy First' logo in white text on a dark green background, followed by the 'NHS' logo in white text on a blue background. Below this, the text 'Treatment for common conditions without a GP appointment' is written in bold black font. The main body of the infographic consists of several horizontal shelves. Each shelf has a white label with black text indicating a condition and the eligible age group. To the right of the labels are illustrations of the corresponding medications: yellow and orange boxes for sore throat, blue boxes for earache, white boxes for sinusitis, blue boxes for infected insect bites, green and white boxes for impetigo and shingles, and blue boxes for urinary tract infections. The shelves are set against a light blue background, and the entire graphic is framed by a green border at the top and bottom.

Pharmacy First **NHS**

Treatment for common conditions without a GP appointment

Sore throat
5 years and over

Earache
1-17 years

Sinusitis
12 years and over

Infected insect bites
1 year and over

Impetigo
1 year and over

Shingles
18 years and over

Uncomplicated urinary tract infections
Women 16-64 years