Dr. Carolyn Prior
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WOODLANDS PRIMARY CARE



Patient Newsletter No.76

Dated: Nov & Dec 2026, Jan 2027

www.woodlandssurgerysidcup.nhs.uk

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

STAFF CHANGES

Dr Carolyn Prior will be retiring in the New Year, after working with the surgery for over 22 years. We would like to thank Dr Prior for her service to the surgery and wish her all the best in her upcoming retirement.

SURGERY CLOSURE

The surgery will be closed on the following dates;

- Friday 25th December 2026
- Monday 28th December 2026
- Friday 1st January 2027

If you need medical assistance when we are closed, please call 111 or visit 111.nhs.uk.

TOTAL TRIAGE

Woodlands Surgery has been a Total Triage practice for over a year now. We would like to thank patients for working with us alongside these changes.

Please remember you do not need to submit an online consultation form for a Practice Nurse appointment; these can still be booked by calling the surgery.

FLU AND COVID VACCINATIONS

If you have been invited to book a flu or covid vaccination and have not done so yet, please contact the surgery to arrange an appointment.

For more information about NHS vaccination services, including how to book online, find a walk-in site and change your invitation preferences, please visit nhs.uk/nhs-services/vaccination-and-booking-services.

ORDERING MEDICATION ON THE NHS APP

Ordering repeat medication through the NHS App is generally preferable to sending a free-text request via an online consultation form.

It is safer as it reduces the risk of wrong drug names or wrong strengths being inputted. Also, it is more efficient for the practice staff, and the prescriptions may be processed faster.

If you would like guidance on how to send prescription requests via the NHS App, please visit nhs.uk/nhs-app/help/prescriptions.

PHARMACY FIRST

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.

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 a consultation.

Please visit nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help for more information.

TURN ON NHS APP NOTIFICATIONS

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.

NHS App notification preferences are now managed in your device settings. They can be turned on by following these steps:

- 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

Turning your notifications on or off may take up to 24 hours to take effect. Please visit nhs.uk/nhs-app for more information.

LIVE WELL AGE WELL AT SIDCUP LIBRARY

Bexley Buddies is a volunteer-led initiative that provides locals with access to meaningful, community-based activities that enhance health and wellbeing.

They are a friendly group for people to get connected, chat and take part in fun and educational activities.

Activities range from peer support groups, book groups, meditation groups, creative sessions such as knitting and arts & crafts, and activities such as dance & yoga.

For more information, please visit arena.yourlondonlibrary.net/web/bexley/health-and-wellbeing-taster-sessions.

DENTAL TREATMENT IS NOT AVAILABLE IN SURGERY

We cannot provide dental treatment at the surgery. You can find a local dentist by visiting the NHS website.

If you need to see a dentist out of hours, you can:

- call a dentist: their voicemail may advise where to get out-of-hours treatment
- call NHS 111 to find an out-of-hours dental service near you.

HOSPITAL PRESCRIPTIONS

Please note that hospital prescriptions brought into the surgery to be issued may take up to five working days, as with surgery issued medication.

Hospital prescriptions that say 'hospital only' on them cannot be issued by us and must be taken to the hospital pharmacy.

HOSPITAL RESULTS

Please note that regarding tests requested by hospitals or other clinics, they will receive your results, as results are returned to the requester.

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.

FREE WIFI IN SURGERY

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.

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

YOUR HEALTH: HELP, ADVICE AND SUPPORT FROM THE NHS IN SOUTHEAST LONDON

Please visit selondonics.org/our-residents/your-health for guidance on local NHS services, care and support.

This includes information on how to live well, and a guide for how to get the care you need in the local area.

We're here to help you stay well this winter

Some important information from the NHS to help you stay well this winter

www.nhs.uk/staywell

Your health matters

Help us help you



Heidi Nielsen, Nurse